

# Equifax: finding a payroll tax partner that works as hard as they do

## The challenge

### Complexity that demands the right partner

When Equifax chose Workday as their unified solution for human capital management in 2012, it was a commitment to doing things differently. With that commitment came a new question: who would handle payroll taxes?

For an organization operating across dozens of legal entities, the stakes were high. Equifax needed a payroll tax provider who could keep pace with their scale, plug directly into Workday, and give their team full visibility into their own data, something their previous provider couldn't offer.

"With our previous payroll tax provider, we could not work directly with our data," says Karen Skelton, payroll and employment tax leader for Equifax, Inc. "We needed a partner that would give us full access and also be compatible with Workday."

Visibility was only part of it. Equifax's tax footprint is anything but intuitive. With operations spanning states like Ohio and Pennsylvania — where local tax burdens are particularly time-intensive, along with ongoing equity transactions, off-cycle payments, and a web of interrelated legal entities — Equifax needed a provider who understood the weight of that work.


"Our company is quite complex," Karen says. "At the time, we had various legal entities but did not have various accounts for withholding taxes. It was important that our new payroll tax provider understood our tax structures, such as filing, remittance, and reports."



## Overview

# EQUIFAX

Equifax, Inc. is an information solutions provider for millions of businesses and consumers worldwide. Located in over 24 countries and headquartered in Atlanta, Georgia, Equifax is one of the three largest credit reporting agencies, along with Experian and TransUnion.

 **Headquarters**  
Atlanta, GA

 **Employees**  
11,517

 **Industry**  
Financial services

 **OSV customer since**  
2016

## Why OneSource Virtual

After evaluating several providers, Equifax chose OneSource Virtual (OSV). Two things set OSV apart: competitive pricing and an exclusive focus on Workday.

That exclusivity wasn't just a nice-to-have. OSV's in-tenant technology meant Equifax's data stayed where it lived — inside their own Workday environment — with no costly middleware, no reconciliation burden, and no extra fees to access what was already theirs.

"This was a huge advantage for us," Karen explains. "It eliminated our concern about data flow and processing."



"Being able to see the difference right away, without having to do further research, has been a huge time saver. The efficiency in how we do things has drastically improved with OSV."

- Karen Skelton, Payroll and Employment Tax Leader at Equifax, Inc

## A difficult year, and what came after

The early days of the partnership weren't without turbulence. In 2016, OSV was navigating a significant transition of their own. After an unexpected disruption with a former software partner, OSV launched a new payroll tax software mid-year. For a company like Equifax, which couldn't afford to pause operations, it was a stressful introduction.

"2016 was a difficult year," Karen admits. "The fact that OSV had to switch to a new tax software in the middle of the year, in addition to the fact that we still had to proceed with our daily operations, was dreadful."

But OSV didn't walk away from the problem. The team worked to resolve issues, rebuild trust, and put the right processes in place. By mid-2017, the difference was measurable.

"The difference from a year ago to today is that OSV has turned 180 degrees," Karen says. "I see where they're making the right decisions, putting the right processes in place, focusing on the right things, and most importantly, listening to what we have to say. In mid-2017 we had more than 250 open tickets. Today, we have 40 to 50 open tickets — a reduction of nearly 80% — so we've made huge progress."

Part of what made that turnaround possible was OSV's customer advisory board, which gave customers like Equifax a direct line to share feedback and shape the future of OSV's services.

"[It] has been awesome," Karen says. "I'm very thankful to be a part of it and am impressed that OSV takes the time to listen to what we're saying. That's been important to me."

## The impact: what a true partnership looks like

Today, the value Equifax gets from OSV shows up in ways that are easy to measure, and a few that are harder to put a number on.

### Cost efficiency

After consolidating nearly 20 entities into a single legal entity in 2017, Equifax's payroll tax processing costs with OSV were 30 – 40% below what they paid their previous vendor. And when Karen considers what it would take to bring that work in-house — two additional full-time employees, plus the cost of maintaining tax software — the math is clear.

"When factoring in salary, benefits, and employer tax costs, we're saving \$130k – \$140k per year at least," Karen says.

### Data visibility and support

For a payroll tax leader who lives in the details, OSVSphere was a revelation. The ability to log in, see every open case, and track status in real time replaced what had been a frustrating, opaque process with their previous vendor.

"I love this system," Karen says. "We have access to all our cases, and we can log into [OSVSphere] and see their status."

### Team empowerment

OSV's TaxEx reporting tool gave Karen what she'd always wanted: the ability to pull tax reports and mirror them directly against Workday data — instantly surfacing variances without additional research.

"Being a tax person, I am very detailed," she says. "Being able to see the difference right away, without having to do further research, has been a huge time saver. The efficiency in how we do things has drastically improved with OSV."

## By the numbers

**30-40%** Less than the total cost of previous vendor

**\$130K-\$140K** Saved, per year, using OSV

**80%** Approximate reduction in open tickets between year one and year two