

# Jazz Pharmaceuticals on Building a Payroll Partnership Rooted in Accuracy and Trust

## The challenge: Finding a provider that could fully deliver

When Jazz Pharmaceuticals made the decision to outsource their HRIS and payroll processing the intended goal was simple. They needed to free their small payroll team to focus on strategic work instead of transactional headaches. The execution, however, was another story.

"Our previous providers did not perform well at all," says Yelena Khaymovich, associate director of payroll at Jazz Pharmaceuticals. "They were making a lot of errors in reporting and in payroll processing, and we had quite a few W2s missing every year."

For a company whose products support patients with serious health conditions, disorganized back-office operations weren't an option. Jazz needed a single application that could bring their HRIS and payroll together, and a service partner who could own U.S. payroll and payroll tax without dropping the ball.


With only two people on the internal payroll team, the margin for provider error was nonexistent.



## Overview



Jazz Pharmaceuticals is a biopharmaceutical company that specializes in providing medications dedicated to hematology and oncology patients.

 **Headquarters**  
Dublin, Ireland

 **Industry**  
Pharmaceutical

 **Employees**  
1,800+

 **OSV customer since**  
2011

## One application, one dedicated partner

After evaluating every major payroll provider on the market, Jazz landed on Workday for the technology side of the equation.

"We wanted more control of our HRIS and payroll processing, and Workday seemed to be the best solution," Khaymovich explains. "It offers flexibility and great reporting and support, which were our goals for an in-house system."

For implementation, conversion, and ongoing payroll and payroll tax support, Jazz chose OneSource Virtual (OSV). The decision came down to fit. OSV's Workday-native service delivery matched the control Jazz wanted, and the team felt like people who would show up in the same way Jazz's own payroll team did.

"Accuracy and scalability are a must for our payroll team," Khaymovich says. "OneSource Virtual seemed like a great company to offer these critical skills."

### The impact: measurable improvement, year over year

Since moving to Workday and OSV, Jazz has seen real movement in the metrics that matter to their payroll team: case volume, resolution time, and employee engagement.

"I've been fortunate to work with such a great customer success team at OSV. More specifically, my customer success manager," Khaymovich says. "He is always on top of any outstanding issues and accelerates the process to make sure they are handled in a timely manner."

That attention shows up clearly in the numbers.

**"I know I can count on OSV as a partner because we both view our working relationship as teamwork. And if you view the working relationship as a team, it almost always guarantees success."**

- Yelena Khaymovich, Associate Director of Payroll at Jazz Pharmaceuticals



## By the numbers:



**900+** Employee payments processed bi-weekly

**2** Payroll tax cases open today

**11%** Of employees on garnishment services

**90%** Employees on direct deposit; 10% receive printed checks

"We are very happy with the results," Khaymovich says. "Last year, we had over 25 outstanding open cases. I am proud to say we only have two cases open today."

OSV has also taken on the configuration work that would otherwise fall to Jazz's two-person payroll team, helping them adopt new Workday features as they become available.

"There are only two people on our payroll team, so I heavily depend on OSV to handle all configurations," Khaymovich says.

### A relationship built on teamwork

For Jazz, the proof of the partnership isn't in any single metric, though. It's in knowing that a two-person payroll team can confidently support more than 1,800 employees across 13 countries because of who sits on the other end of the phone.

"I know I can count on OSV as a partner because we both view our working relationship as teamwork," Khaymovich says. "And if you view the working relationship as a team, it almost always guarantees success."