onesource
VIRTUAL

Rentokil Initial

Rentokil Initial PLC: Increasing Global Presence and User Adoption with Workday and OneSource Virtual

Rentokil Initial PLC is a world leading commercial pest control and hygiene services provider. The company provides services to a wide range of clients including food production companies, retail, restaurants and homes..

Operating across multiple business lines in more than 70 countries, the ability to leverage consolidated controls across its business operations and strategies is key to Rentokil's success. The organisation has invested in a series of technology platforms with global capability, including its partnership with Workday.

"Workday is a key platform for us at the moment," says Andy Richards, Global Head of HRIS at Rentokil Initial PLC. "Rentokil, as an organization, is constantly evolving, increasing the focus on establishing wider global presence, controls and data. Workday is becoming more instrumental in that agenda every day."

Rentokil partnered with OneSource Virtual to optimise its Workday application and improve both adoption and usage throughout the business.

Overview

Headquarters
Crawley, West Sussex

Industry
Environmental Services

Customer since
2017

~36,000
Employees

Why OSV

OneSource Virtual offers Rentokil the ideal support to drive better insights, better data strategy, and better data usage from their Workday application.

"Vendor management processes are subject to meticulous review at Rentokil Initial," Richards says. "When we invest in vendors, they have to be able to work in a very flat, collaborative way. I think OSV's approach and pragmatism have been a good fit."

The benifits of having an exclusive Workday service partner

OSV's Application Management Services, or Lifecycle Support, provide certified Workday specialists who work as an extension of Rentokil's team to maximise their Workday applications.

"Working with OSV feels very natural," says Richards. "They're really good listeners, and they take the time to digest topics we might be struggling with internally so that they can take action as our partner."

Cosultative

"OSV's Lifecycle Support team is very consultative. They are very good at helping to shape the question we're asking. With great attention to detail and being incredibly thorough, they helped us to focus on obtaining the best end result."ourselves," Nixon continues.

Capable

"Anyone who has worked in or around HR Technology over the past ten years or so knows how big Workday is. Trying to give comprehensive and clear positions on technical items using a limited internal headcount set for something as big as Workday is a big ask for any business. Being able to come to OSV and give them a brief of what we're looking at and get some quick and clear views based on the strong level of capability they have is very important."

Community

"OSV is an incredibly pleasant vendor to work with, which shouldn't be underestimated as not all business relationships are."

In their time as OSV customers, Rentokil has found that their Lifecycle Support team is not afraid to innovate to meet their needs.

"They certainly pushed the boundaries of what I asked them to do and what they thought I was trying to achieve," Richards says. "And the result is a better product than what I asked for."

> *"OSV's Lifecycle Support team is very consultative. They are very good at helping to shape the question we're asking. With great attention to detail and being incredibly thorough, they helped us to focus on obtaining the best end result."*
>
> **Andy Richards**
> Global Head of HRIS at Rentokil Initial PLC

What's next for Rentokil

Since Rentokil has partnered with OSV to optimise their Workday applications, more of their global stakeholders are keen to come to the journey, and working to push more out of the platform in terms of what it can do for them.

"2020 was a challenging year for many organisations, but Rentokil Initial weathered the storm well," Richards says. "The main goal for us in 2021 is to make sure we're proactively focused. Last year, our ability to be reactive in terms of how we staffed and how we retrained served us well. But for the future, our focus will be across all of our route-based services."

"The other goal is making sure we have easier access to global datasets and global standards," says Richards. "Of course, that will likely mean increased Workday integrations into a wider technology architecture, and we're probably going to see the uptick on how we can leverage OSV to push that Workday footprint forward."