onesource VIRTUAL

2U

Knowledge is Power: 2U, Inc. Leverages OneSource Virtual to Scale for Growth in Higher Education

Interview with Roehl Navarro, Sr. Director, Financial Business Process and Systems, 2U, Inc. and Lauri Andrews, Sr. Manager, Financial Business Process and Systems, 2U, Inc.

2U, Inc. is a global leader in education technology that partners with great universities to build, deliver, and support more than 250 digital and in-person educational offerings, including graduate degrees, professional certificates, Trilogy-powered boot camps, and GetSmarter short courses.

In 2017, 2U adopted Workday as their HCM and Financials cloud service solution.

A public company experiencing rapid growth, 2U was in search of a collaborative solution, which would empower its payroll team with the flexibility to scale.

Overview

Headquarters
Lanham, MD

Industry
Education

Founded
2008

2,400
Employees have payroll processed by OSV

OneSource Virtual: Can you tell us what led you to search for a payroll service provider?

Roehl Navarro: As 2U was growing both organically and through acquisitions, we wanted to partner with a payroll provider that would allow us to continue to leverage 2U's investment in Workday while supplementing our resources on an on-demand basis. Partnering with OSV allowed 2U to maintain control over our payroll process and data, while being able to scale resources during our hyper-growth phase. With OSV, our payroll team is able to focus on more strategic initiatives.

OSV: How did you end up choosing OneSource Virtual as your payroll service partner?

RN: Maintaining 2U's investment in Workday and keeping payroll "in-house" was important to us. Based on our research, we found that OSV specializes in partnering with companies that run payroll on Workday. We initially engaged OSV to perform a Payroll Optimization project for us. We continued to collaborate with OSV to implement their recommendations from the optimization engagement and eventually we extended our arrangement with OSV to include managed payroll, garnishments and tax.

Services providers

Garnishment Administration

W2 Printing & Distribution

New Hire Reporting

Payroll Tax

Managed Payroll

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> izes in partnering with companies that run payroll on
> Workday."*

Roehl Navarro
Sr. Director, Financial Business Process and Systems,
2U, Inc.

**Since 2U was already "live" on Workday, our project solely
involved the adoption of managed payroll, garnishment
and tax services. Leveraging a structured project roadmap
and an outline of everyone's roles and responsibilities,
2U and OSV met in February with a go-live target of April 1.**

OSV: Tell us about the service enablement process. Did you have
any fears, or did you anticipate any problems going in?

Lauri Andrews: We didn't have any true fears or anticipated
problems as 2U has an established business transformation
function and process, but we did have a rough kick-off meeting
with OSV, which concerned us about hitting our April 1 go-
live date. But OSV quickly course corrected and from there,
the service enablement process went smoothly.

OSV: Tell us about your experience with your service readiness
team from OSV.

LA: Subsequent to the initial rough start and course correction,
OSV's service readiness team exceeded expectations.
OSV's readiness team provided the support that was needed
to successfully implement the managed payroll solution within
our very tight three-month timeline.

The plan

LA: The planning phase met our expectations. We were already
live on Workday, so our main focus was setting up our collection
rules and security measures to allow OSV access to our tenant to
perform their contracted responsibilities. OSV presented us with
a straight-forward timeline that identified the individual tasks
we were responsible for, its start and targeted completion dates.
Each week until go-live, we held a call with our service readiness
team to cover the items in our timeline. This process was
effective because it allowed us to manage resources to hit our
milestones and ultimately hit our target go-live date.

> *"Our payroll team was happy with our on-time deploy-
> ment."*

Lauri Andrews
Sr. Manager, Financial Business Process and
Systems Analyst, 2U, Inc.

The Configuration and Prototype

LA: For the most part, the configuration process was quick and seamless. We had a little bit of discussion on when we were going to turn off our previous payroll integration, knowing that the OSV configuration needed to be built so we could test the functionality in our sandbox environment.

The test

LA: The testing process was straightforward and seamless as well. At that point, the payroll team was very confident that we would hit our go-live date.

The Deployment

LA: Our payroll team was happy with our on-time deployment. Our first payroll was actually April 5, and everything went smoothly.

"With the help of the service readiness team, we reached the go-live date of April 1st."

Lauri Andrews
Sr. Manager, Financial Business Process and Systems Analyst, 2U, Inc.

OSV: Can you explain what the service readiness team did for you and your team?

LA: The service readiness team provided the methodology and technical expertise, which made my life a lot easier. Without the service readiness team, I would have been trying to juggle everything–but OSV really supported our transition to managed payroll. Plus, the communication was great. We had clear expectations on roles and responsibilities, thus allowing us to collaborate effectively.

"We had clear expectations on roles and responsibilities, thus allowing us to collaborate effectively."

Lauri Andrews
Sr. Manager, Financial Business Process and Systems Analyst, 2U, Inc.