



Case Study:

The Ohio State University



Client

The Ohio State University is located in Columbus, Ohio and has been in existence since 1873. Their purpose is to advance the well-being of the people of Ohio and the global community through the creation and dissemination of knowledge. They currently have a staff of around 32,000 employees.

Challenge

The Ohio State University had recently upgraded to a higher version of PeopleSoft, and realized that the printer they had used to print W-2s would not be compatible with their new software. This prompted them to consider outsourcing this function, although they would be under a tight timeline to make the change. At the same time, many in the company were threatened by the word "outsource", thinking they may be replaced.

There was also an overall initiative for the university to make employee services more self-service. As they soon realized, there is a potential for corporations to save an enormous amount of money through outsourcing certain functions, while at the same time improving service.

Solution

After writing a business case proving that outsourcing would save the university money, they decided to outsource their W-2s to TALX. A kickoff meeting was held that included their technical representatives and their Web manager who could talk about the interface.

Timelines and schedules were determined to ensure that everyone involved would be clear on their responsibilities, and their HR Communication specialist got started on their communication plan. TALX provided templates they used to help develop their written and online communications.

Results

The project was started in October, and the tight timeline was met. The university signed up 5,600 people for online W-2s that first year, more than double their target of 2,500. Each person who signed up saved them 39 cents in printing and 37 cents postage, so over \$4000 was saved in addition to lifting the workload in the payroll department. In addition, from January 1 to April 15, the number of calls to the payroll department was cut in half, freeing them up for more strategic tasks.

Another side benefit of starting this program was getting people familiar with going online for information and getting more to sign up for electronic paystubs, saving the university additional money.

For more information, please call 1-800-888-8277 or visit www.talx.com.