

OneOncology Scales from 7,000 to 20,000 Employees with Cascade AI for HR

Specialized AI fuels HR agility during growth | Expansion for broader IT & Ops

The Challenge

OneOncology expanded its nationwide network of oncology practices by more than **2x in a year and a half**, growing from 7,000 to over 20,000 employees – while HR headcount grew only slightly.

With every acquisition, OneOncology's HR team faced rising complexity:

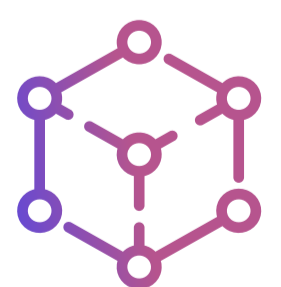
- ✓ A lean HR staff supporting a rapidly expanding workforce.
- ✓ Dozens of clinic networks, each with unique policies and benefits.
- ✓ Managers needing guidance on infrequent but high-stakes workflows in Workday.
- ✓ Employees hesitant to raise sensitive questions about pregnancy, fertility, or retirement with HR directly.

Without a new approach, the team risked being overwhelmed by repetitive inquiries, especially during critical cycles like Open Enrollment.

2x
Growth in staff
with only minimal HR headcount
growth in the same time period.

Solution

Cascade AI partnered with OneOncology to deploy AI agents for HR, trained on the company's policies, benefits, and systems. Unlike general-purpose copilots, Cascade was:



Context-aware

delivering accurate answers tailored to employee role and location.



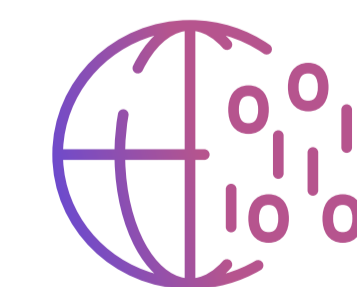
Workday-integrated:

guiding managers step-by-step while respecting role-based permissions.



Privacy-first

creating a safe space for employees to ask personal questions.



Embedded everywhere

accessible via intranet, Workday, onboarding, Slack, and HR communications.

This wasn't just another chatbot. It became the first stop for all HR inquiries.

Approach

Cascade and OneOncology worked together to integrate the system across the tools employees already used, ensuring fast adoption and consistent access. As usage grew, the platform was expanded to include **benefits decision support**, allowing employees to navigate more than 200 eligibility permutations for physicians, staff, and hourly workers.

Results

The impact was immediate and measurable:

- ✓ **99.3% case deflection rate** - manual responses were needed in less than 1% of cases.
- ✓ **Faster onboarding of new clinics**, with AI support available to employees from day one.
- ✓ **Unlocked employee trust**, as staff used the AI to ask private questions about pregnancy, fertility, retirement, and weight loss that they wouldn't bring to HR directly.
- ✓ **Smarter Open Enrollment**, as Cascade revealed a spike in disability-related questions, allowing HR to adjust responses in real time
- ✓ **Benefits decision support at scale**, providing employees with personalized guidance across **200+** plan combinations.

99.3%

Case Deflection Rate
Manual responses were needed
in less than 1% of cases

By embedding Cascade AI into its HR function, OneOncology achieved more than efficiency. Growth no longer meant more manual work for HR. It also demonstrated an AI-enabled workplace transformation, where intelligent systems help employees access support, guide decision-making, and continuously improve how HR delivers value.

"We want to make Cascade AI the engine for all employee inquiries."

JUSTICE WEST, PRODUCT MANAGER, ENTERPRISE SOLUTIONS, ONEONCOLOGY

Key Takeaways

2x

SCALE
EFFICIENTLY

OneOncology grew by 2x with only minimal HR headcount growth.

99.3%

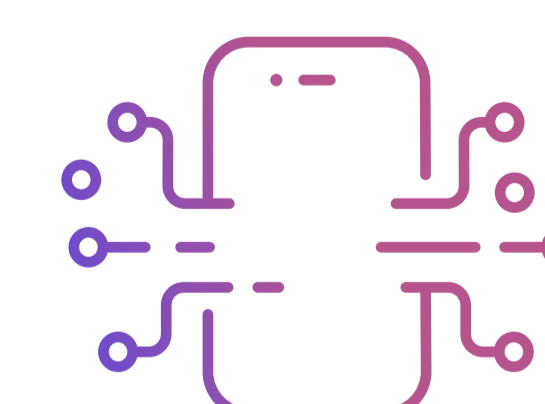
CASE DEFLECTION
RATE

Manual inquiries were needed in less than 1% of cases.

200+

DELIVER BENEFITS
DECISION SUPPORT

Cascade enabled guidance across **200+** plan permutations.



IMPROVE TRUST
AND AGILITY

Employees ask sensitive questions in private, while HR adapts communications in real time.