

OneOncology Unifies HR, Benefits & IT Support with Cascade AI.

One front door for 20,000+ employees | A single AI-Native operating layer for IT and HR Shared Services

The Challenge

OneOncology more than doubled in under two years, growing from **9,974 to 18,977 employees** as it absorbed oncology practices nationwide. Every acquisition arrived with its own policies, plans, service desk, and IT estate – and employees had no single place to ask for help.

Across HR, Benefits, and IT Shared Services, the same pressures compounded:

- ✓ Support demand scaling with headcount while teams stayed flat.
- ✓ Dozens of clinic networks, each with its own policies and systems.
- ✓ High-volume L1/L2 ticket load: access, accounts, troubleshooting.
- ✓ Knowledge scattered across intranets, SharePoint, and tribal memory.
- ✓ Employees unsure whether an issue belonged to HR or IT.

Without a different operating model, every acquisition meant more headcount, more tooling, and a deeper backlog.

9,003

employees added in
under two years, against
39 added HR roles

30-40

acquisitions
per month

Solution

Cascade AI deployed purpose-built agents on one operating layer, trained on OneOncology's policies, plans, and systems. Unlike general-purpose copilots, Cascade was:



CONTEXT-AWARE

resolving against each employee's role, entity, and entitlements.



SYSTEM-INTEGRATED

working inside Workday, ServiceNow, SharePoint, and the intranet.



PERMISSION-AWARE

honoring role-based access, with private handling of sensitive asks.



EMBEDDED EVERYWHERE

one entry point across intranet, Workday, Slack, and onboarding.

This wasn't a chatbot bolted onto a portal. It became the first stop for every employee inquiry.

Approach

Cascade started where the pain was sharpest – benefits decision support during Open Enrollment – and earned scope from there. Strong results expanded the mandate to HR company-wide, then again to IT Shared Services. Each wave reused the same operating layer, integrations, and knowledge base.

1

BENEFITS

The proof point. Cascade carried benefits support through a neardoubling of the company.

2

HR, COMPANY-WIDE

Benefits results expanded the mandate from a single program to all HR support.

3

IT SHARED SERVICES

Automated L1 and L2 resolution, with knowledge automation rising from 40% to 70%.

Results

The impact was immediate and measurable:

- ✓ **99% case deflection** across employee inquiries during rapid M&A.
- ✓ **Knowledge automation up from 40% to 70%**, as resolved tickets became reusable answers.
- ✓ **Lower platform spend**, with additional savings on ServiceNow licensing and tiers.
- ✓ **Support that scales with the business, not headcount** – 9,003 employees absorbed against 39 added HR roles.
- ✓ **Round-the-clock coverage** – 20%+ of benefits questions arrive after hours.
- ✓ **Faster practice onboarding**, with day-one support for new clinics.

By running HR, Benefits, and IT on one operating layer, OneOncology turned Shared Services from a cost that grew with every acquisition into capacity that compounds. Growth no longer means more manual work – it means more knowledge captured and better service with every practice added.

99%

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

“You go to one place, powered by Cascade, and ask any question. HR policy, IT trouble-shooting, doesn’t matter. It’s the same front door for everything.”

JUSTICE WEST,
AI Enterprise Solutions,
OneOncology

Key Takeaways

99%

CASE DEFLECTION

Sustained through a neardoubling of the workforce.

70%

KNOWLEDGE AUTOMATION

Up from 40%, with additional savings on ServiceNow spend.

Scale

WITHOUT HEADCOUNT

9,003 employees added against 39 added HR roles.