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# Case Study

**Empowering Ottobock's Workforce  
With On-Demand Pay**

Founded in 1919, Ottobock is a global medical technology pioneer dedicated to helping people maintain or regain their freedom of movement. As a world leader in orthopedic technology, they specialize in innovative prosthetics, orthotics, wheelchairs, and bionic exoskeletons. Today, Ottobock operates over 400 patient care centers worldwide, with their North American division managing a vast network of manufacturing, clinical care, and operations across the U.S. and Canada.

We sat down with Payroll Manager for North America Miki Huff, CPP and Patty Geibel, Payroll Administrator at Ottobock North America, to discuss how they transformed their payroll operations and empowered their workforce with On-Demand Pay.

## How Did You Hear About On-Demand Pay?

**Patty Geibel:** I was actually familiar with the concept because my three kids worked at another company that offers DailyPay. When Miki and I saw DailyPay at a Texas Payroll Conference, I knew exactly what it was. I realized it could be a game-changer for some of our specific locations and demographics. Sometimes people need money for bills or even they just need a quick pick-me-up after a rough day, and being able to access the pay they've already worked for is a huge benefit.

**Miki Huff:** To keep my CPP certification, I have to attend a lot of payroll webinars, and everybody was talking about On-Demand Pay. If you don't know what it is by now, you're already behind. At first, I thought it was going to be a "next year challenge" because we already had so many cleanup projects and changes on our plate, but after talking to the DailyPay team, we realized it wasn't going to be a heavy lift to implement.

## Why Did You Pick DailyPay Specifically?

**Miki Huff:** The biggest selling factor was DailyPay's funding model. Other vendors we spoke to use a payroll deduction model, which requires much more payroll involvement. We really appreciated that DailyPay handles the transfers before payday and leaves the employee's standard pay deductions alone. It's also a free benefit to us as an employer—it adds so much to our "Employer of Choice" profile, and it's rare to get that much return on investment without having to pay for it.

**Patty Geibel:** Exactly. We didn't want a feed that we had to manipulate, because that puts the liability on us as a payroll team. With DailyPay, the liability and the risk are completely off our company. If someone takes a transfer, that's between them and their DailyPay account. It saves us from dealing with human error on deductions and having employees come to us asking why their paycheck looks short.

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**Partner:** Ottobock Healthcare

**US Headquarters:** Austin, Texas

**Industry:** Healthcare & Medical Devices

**Number of Employees:** 1,100 (US)

**Payroll Platform:** ADP Workforce Now

**Time & Attendance Platform:** ADP Essential Time

## How Was integration? How Is Ongoing Management of the Program?

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**Miki Huff:** Because we are owned by a German company with a complex organizational structure, the initial underwriting took a bit of time to get approvals from our head office. However, the actual implementation was incredibly laid back. We had 30-minute meetings every week, and we hardly ever took the full 30 minutes. We received great training for our managers and employees, and tons of resources like flyers and cards for our locations.

**Patty Geibel:** Ongoing management is practically non-existent on our end. In fact, it actually reduces our workload. In new hire orientation, we introduce DailyPay as an optional tool. Now, if an employee forgets to submit their timecard, we don't have to run a manual off-cycle payroll for them. We just process the retro pay for their next check, and if they need that pay before their next payday, they can transfer that pay themselves through DailyPay. We empower them to take charge of their own pay.

## What Advice Would You Give Others Considering an On-Demand Pay Program?

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**Patty Geibel:** Jump in! The implementation is super easy, and our entire partnership has been relatively painless. It gives us incredible peace of mind.

**Miki Huff:** Don't be afraid to ask the hard questions during your evaluation. We made sure to get real, open feedback about how the program worked, how fees are handled, and what the day-to-day realities are. Once we had those honest conversations and understood the true ROI, it was an easy decision to move forward.

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*“DailyPay introduced a multi-entity invoicing feature where it auto-debits the exact entity and bank account that the invoice belongs to,” Miki shared. “It eliminated all of our messy intercompany transactions. That update has been an absolute game-changer.”*

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## Spotlight on DailyPay Cycle

While On-Demand Pay has been a massive hit with Ottobock's employees, DailyPay's Cycle product has been just as transformative for the company's internal payroll and accounts payable teams.

Cycle allows employers to instantly fund off-cycle payments—such as termination pay, bonuses, or missed wages—directly to an employee's bank account, completely outside of the normal payroll window.

**Solving Costly Compliance in California** Ottobock has entities in states with strict payout timelines, such as California, where voluntary and involuntary terminations require immediate payment.

"We used to have to do this song and dance where someone would walk off the job, and we'd scramble to print a check from the office," Miki explained. "Because we have a lot of remote employees and isolated clinics, overnighting a single paper check was costing us up to \$120 each time."

By leveraging Cycle, Ottobock eliminated this costly, stressful process. "Now, as part of their exit interview, employees just sign an authorization for their final wages," Miki noted. "We process it instantly. It's totally stress-free."

### **Rescuing Emergency Expense Reimbursements**

Cycle has also proven invaluable for unforeseen internal challenges. Recently, there was a holdup in expense report processing, leaving several US employees waiting weeks for personal credit card reimbursements.

"We had employees who were at the Paralympic games, traveling internationally, relying on those reimbursements," said Miki. "As a customer service to our employees, we used Cycle to process the expense reimbursements instantly, instead of making them wait another week for the official payday. It was incredible."

**A Tool Built for Complex Organizations** Ottobock's shared services team manages multiple entities, each with its own bank structure. When Ottobock provided feedback that a single parent-company invoice for Cycle payments was causing reconciliation headaches, DailyPay quickly adapted.



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