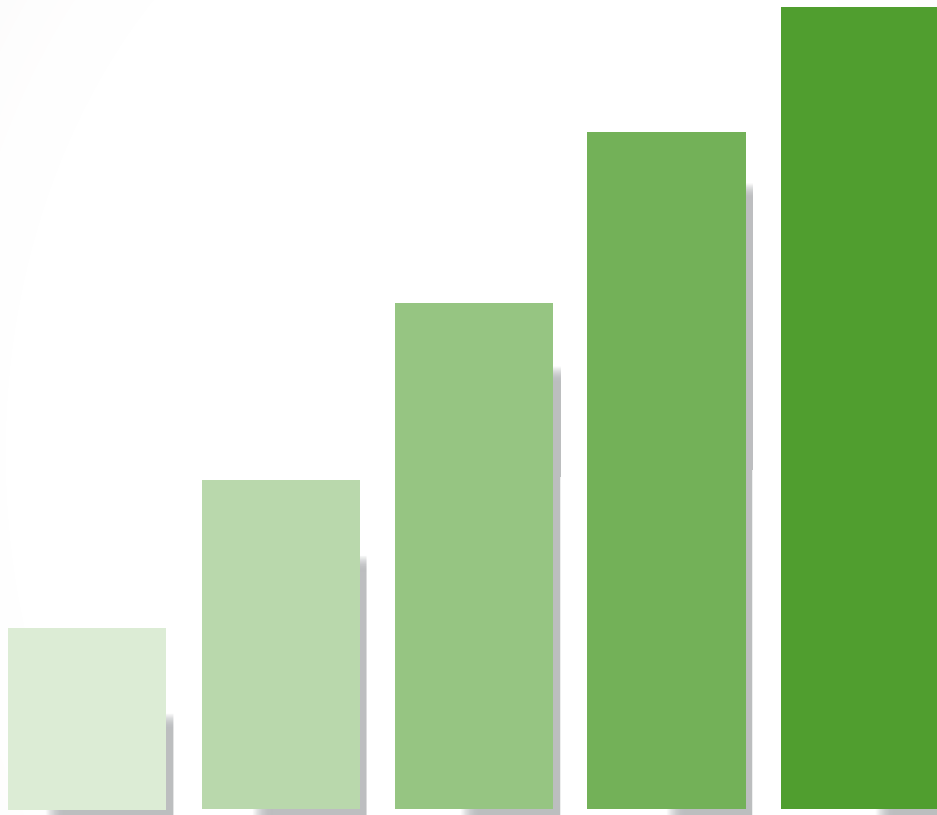# IMPROVING PROFITABILITY

Through Better HUMAN CAPITAL MANAGEMENT

Ultimate SOFTWARE

INTRODUCTION

Human capital accounts for a large portion of a company's costs. Yet, this all-important cost center is typically managed with fewer business intelligence (BI) metrics, less fiscal discipline, and more compromise than traditionally-valued aspects of business such as infrastructure, development, and support. Without stringent best practices for managing human capital, high turnover results in additional costs for training and knowledge transfer, while disengaged employees drain profits from your bottom line.

The simplest solution to these human capital ailments can be found in adopting a single, integrated, comprehensive talent management solution.

Case studies have demonstrated substantial cost savings as a result of reducing administrative overhead, combining disparate systems, eliminating paper waste, and decreasing employee turnover, by leveraging a single best-in-class human capital management (HCM) solution for all aspects of the employment lifecycle. Many organizations also report increased insight into workforce trends and a better understanding of the needs of their employees through the use of real-time HCM reporting and other advanced technologies.

In this paper, we'll explore five organizations that have already taken advantage of comprehensive people management and experienced these and other outstanding results.

> **"WITH CLOUD-BASED HCM, WE ARE ACHIEVING OUR GOAL OF $1.5 MILLION IN SAVINGS OVER A SIX-YEAR PERIOD."**
>
> *—MARK SIMPSON, VP OF HR*

Texas Roadhouse is a popular chain of restaurants featuring American cuisine with more than 400 locations throughout the United States. At 48,000 employees and growing, the company found itself relying on multiple HR systems with various vendors, each having their own separate data and services. A lack of cohesive business intelligence along with comprehensive HCM also deeply restricted their level of control and flexibility as a growing business.

Opting to scrap their various non-integrated HCM applications and providers in favor of cloud-based, unified HR and talent management, Texas Roadhouse experienced immediate improvements to their business processes through deep configurability options, flexibility, and anytime access to critical data. In addition, their continued expansion was fueled by a strong business partnership with their single HCM vendor instead of the split resources of the past.

Over a six-year period, Texas Roadhouse achieved $1.5 million in savings.

wasserstrom

> **"HAVING A ONE-SOURCE SOLUTION HAS DEFINITELY SUPPORTED OUR OVERALL BUSINESS."**
>
> —*SHELLY MYERS, EVP OF HR*

Wasserstrom is a global restaurant supplier and distributor of foodservice equipment. With distribution centers located across North America, they are one of the largest foodservice supply organizations in the world.

Originally utilizing a service bureau, Wasserstrom discovered that the available functionality for payroll and HR data was extremely limited. With no integration between features, information wound up scattered throughout the organization's multiple business units. A total of eight Federal Employer Identification Numbers (FEINs) caused extreme data fragmentation and redundancy throughout its processes.

After deciding to go all-in with a cloud-based, comprehensive people management solution, Wasserstrom almost immediately realized a streamlining of processes and improved cost savings. Key company resources were also freed up to focus on strategic goals rather than spending time on onerous data retrieval from various sources. Instant, always-on availability in the cloud ensured that workflows and tasks were never interrupted by hours of inaccessibility as experienced with their preceding systems. Their chosen HCM solution even empowered employees to leverage mobile access to critical HR data. Building a relationship with their single HCM provider also yielded a longstanding partnership in customer service to quickly resolve issues and improve the employee experience.

With one solution from one provider, Wasserstrom saw improved accuracy, reduced paper usage, and savings to their bottom line.

CONCORD

HOSPITALITY ENTERPRISES COMPANY

> **"AFTER THREE YEARS, WE RECORDED $800,000 IN SAVINGS, WITH THE MAJORITY COMING FROM HARD COSTS AND BOOSTS IN PRODUCTIVITY. WITH ONE SYSTEM OF RECORD, DATA ENTERED ONLY ONCE POPULATES EVERYWHERE."**
>
> *—DEBRA PUNKE, SVP OF HUMAN CAPITAL*

Concord Hospitality Enterprises is a hotel owner and developer operating under brands such as Marriott, Hyatt, and Hilton. Previously, Concord Hospitality had 80 individual business units in the U.S. and Canada with different methods and processes for people management. The company needed one integrated system for the U.S. and Canada that could manage the entire employee lifecycle, improve compliance, and enhance Concord's business intelligence and reporting capabilities across the enterprise. With the right HCM technology, Concord could increase associate engagement and productivity, and then add value to the overall business.

By converting to a single solution of record to manage its people, Concord's executives, HR team, and managers now have the advantage of complete visibility into employee information. They have newfound capabilities to evaluate and improve productivity, monitor and control manpower costs, and even make forecasts about future workforce trends.

Most notably, Concord Hospitality recorded $800,000 in savings in the first three years of streamlining their HCM.

FIRST HORIZON NATIONAL CORPORATION

> ## "WE HAVE EXPEDITED THE PROCESS FROM HIRING NEW EMPLOYEES TO HAVING THEM CONTRIBUTE TO OUR BUSINESS ON DAY ONE. OUR COMPANY HAS SAVED MONEY WHILE CREATING HAPPIER, MORE ENGAGED EMPLOYEES."
>
> *—KAREN SONES, SVP OF HR OPERATIONS & SYSTEMS*

First Horizon is one of the leading bank holding companies in the United States. With more than 6,000 employees working across the U.S. to serve and provide banking access to more than 460,000 consumers and 55,000 businesses worldwide.

The enormous size of this operation warranted a scalable solution. With rapid growth and widely dispersed management of employees across various states and countries, First Horizon needed fast, consistent access to its data that service bureaus were unable to provide.

By seeking out people management in the cloud from one single provider, the company gained 24-7 access to HR/payroll details for employees and managers in hundreds of locations. Accelerated processes, improved accuracy, and reduced paper when onboarding were all realized as a result of adopting a comprehensive solution for HCM.

First Horizon reduced mailing costs alone by $40,000 per year, and decreased voluntary turnover rates by 10% per year after adoption.

"AFTER RAMPING UP OUR CLOUD SOLUTION, OUR WORKFORCE ANALYTICS SHOW SILVERADO SAVED $3 MILLION IN 2017 BY PROVIDING UNPRECEDENTED VISIBILITY INTO OPERATIONS."

— CHIEF ADMINISTRATIVE OFFICER

Silverado is committed to enriching the quality of life for its residents, clients, patients, families, and associates through a combination of top-notch clinical care, compassion, and continuous engagement. Over the past 20 years, the company has grown to include over 4,000 employees providing memory care, hospice, and rehabilitation services at 54 locations in eight U.S. states.

Despite the company's pioneering approach to memory care, the company's HR practices were still largely manual. Without efficient access to employee data, Silverado's ability to measure success at the individual, team, and enterprise level was sluggish and inefficient. In order to align its workplace culture with its mission, Silverado selected a comprehensive, streamlined solution to go live with in January 2016.

They quickly saw a huge return on their investment. Two million dollars of their savings is attributed directly to the productivity reports generated from information exported through business intelligence tools. Silverado launched a variety of functionality, including mobile applications, to create a better associate experience. Within Silverado, leadership travels frequently within the company's network, and the deployment of the app has enabled these executives to promptly complete administrative approvals for associates. The company also deployed advanced sentiment analysis tools to better understand and boost employee engagement. The company used surveys to understand the emotions behind workplace trends, and found that employees desired more recognition, communication, and training. These tools have helped leaders gain insight into the specific drivers of employee engagement and retention, and are helping Silverado take action to maintain its high-performance culture.

ABOUT ULTIPRO®

More than 6,400 organizations have selected UltiPro as their payroll and HR software of choice. Industry leaders have relied on UltiPro to serve their people management needs for more than a decade, from core HR and payroll to benefits and performance management. Ultimate Software has a proven track record of best-in-class functionality and outstanding customer service for the industry.

- Streamline, consolidate, and enhance your payroll processes to maximize strategic impact
- Capture real-time employee information based on a plethora of demographics to stay at the forefront of industry trends
- Easily integrate with your third-party systems for point-of-sale systems, timekeeping, and 401(k) providers
- Manage your global employees' HR/payroll data from anywhere with 24-7 online access

Ultimate
SOFTWARE