



ULTIPRO DELIVERS \$3.88 FOR EVERY DOLLAR SPENT

ANALYST

Brent Skinner

THE BOTTOM LINE

Nucleus analyzed deployments of UltiPro and found that on average employers realize a return of \$3.88 for every dollar they spend. Published over the past year, a series of Nucleus reports delves into the return on investment (ROI) several users achieved, and why, with Ultimate Software's technology for human capital management (HCM). The following pages quantify and otherwise look at these employers' experiences in using UltiPro functionality, which spans core HR, payroll, time and attendance, benefits administration, the rest of workforce management (WFM), HR analytics, and a full spectrum of talent management.

...

OVERVIEW

Beginning in Q4 of 2015, Nucleus commenced a project to investigate the success of UltiPro deployments – their ROI, the nature of their implementations, and overall effectiveness. In January of 2016, Nucleus published the first in a long series of case studies presenting the results of these ROI analyses (Nucleus Research *q9 – Ultimate Software UltiPro ROI case study – Warren Equipment Company*, January 2016). Nucleus explored the experiences of Ultimate customers across a wide breadth of industries: manufacturing, law, financial services and investment, environmental engineering services, retail, hospitality, and others. These organizations ranged in size from small businesses employing as few as 250 to enterprise-sized companies with well more than 5,000 in staff. In most cases, the employer whose experience Nucleus analyzed chose UltiPro over one or more well-known competitors.

NUCLEUS METHODOLOGY

Nucleus conducted all analyses independently following our standard ROI case methodology, which has been used to publish close to 600 ROI case studies over the past 16 years. All review of detailed data was performed without Ultimate's involvement; in every case, Nucleus informed Ultimate of each investigation's results only after the analysis was completed.

In most cases, the employer whose experience Nucleus analyzed chose UltiPro over one or more well-known competitors.

DELVING INTO THE DETAILS

Several factors consistently contributed to the ROI of UltiPro deployments. Following are highlights from Nucleus's analyses.

TIMELY, PREDICTABLE IMPLEMENTATIONS

Nucleus found that employers experienced timely, predictable implementations with UltiPro. This shortened the time to payback, a factor in ROI. Timely, predictable implementations also produced fewer mistakes for employers to fix later. More than half the implementations Nucleus investigated concluded within five months' time or less. Several took well less than three months' time. In one case, under tight time constraints caused by the outgoing vendor, an employer of approximately 1,000 in staff implemented and deployed UltiPro payroll in just four weeks (Nucleus Research *q219 – Ultimate Software ROI case study – Wedbush Securities*, January 2017).

Nucleus found that employers experienced timely, predictable implementations with UltiPro. This shortened the time to payback, a factor in ROI.

INDIRECT BENEFITS FROM PRODUCTIVITY GAINS

By eliminating inefficiencies, UltiPro simplified workflow across a wide breadth of HCM. This brought improvements in productivity. In the deployments that Nucleus analyzed, these indirect benefits added up on average to 32 percent of all benefits contributing to ROI. In some instances, improvements were stark when compared to the pre-UltiPro scenario:

- One employer saw HR staff's productivity during annual benefits open enrollment improve by 37 percent. In day-to-day benefits administration, productivity improved by 48 percent (Nucleus Research *q58 – Ultimate Software UltiPro ROI case study – Greenspoon Marder*, March 2016).
- Related to the onboarding of new hires, a financial and investment services firm improved managers' productivity by 53 percent (Nucleus Research *q219 – Ultimate Software ROI case study – Wedbush Securities*, January 2017).
- The intuitive applicant tracking system (ATS) found in UltiPro helped a United States-based manufacturer improve productivity related to talent acquisition by 51 percent (Nucleus Research *q9 – Ultimate Software UltiPro ROI case study – Warren Equipment Company*, January 2016).
- A Midwest-based retailer saw gains in productivity amounting to 17.5 percent for sales staff carrying out workflow related to performance reviews (Nucleus Research *q112 – Ultimate Software UltiPro ROI case study – Nebraska Furniture Mart*, June 2016).

DIRECT BENEFITS FROM ELIMINATED OR AVOIDED COSTS

UltiPro's ability to lower an employer's payroll error rate yielded direct cost savings contributing to several users' ROI (Nucleus Research *q226 – Ultimate UltiPro ROI case study – Anonymous Manufacturer*, December 2016). Employers that deployed UltiPro also eliminated recurring expenses related to printing and mailing. Usually, these savings had to do with live checks or paystubs, as well as quarterly or year-end tax forms. In addition, one employer eliminated printing costs in performance management and onboarding (Nucleus Research *q112 – Ultimate Software UltiPro ROI case study – Nebraska Furniture Mart*, June 2016).

Often, the cost to implement and deploy UltiPro was significantly less than the cost an employer faced to keep the incumbent solution in place.

Often, the cost to implement and deploy UltiPro was significantly less than the cost an employer faced to keep the incumbent solution in place. By deploying UltiPro, some employers avoided paying for costly, required upgrades to the systems they replaced (Nucleus Research *q226 – Ultimate UltiPro ROI case study – Anonymous Manufacturer*, December 2016).

With UltiPro, several employers experienced well over four times the return on their initial investment.

CONCLUSION

With UltiPro, several employers experienced well over four times the return on their initial investment. One employer's deployment approached 500 percent ROI (Nucleus Research *q58 – Ultimate Software UltiPro ROI case study – Greenspoon Marder*, March 2016). Results like these engender loyalty and high levels of satisfaction among customers and corroborate Ultimate's consistent performance in Nucleus's HCM Value Matrices (Nucleus Research *q172 – HCM Technology Value Matrix 2016*, September 2016). Plus, they help to confirm findings that spurred this series of ROI analyses, which continues – namely, that the vast majority of Ultimate customers believe they have achieved an exceptionally positive ROI (Nucleus Research *p150 – Anatomy of a decision – Ultimate Software UltiPro*, August 2015).