

For more than 75 years, Culligan has delivered innovative water treatment solutions to a broad range of markets and industries. Culligan's expertise covers everything from the traditional treatment of drinking water to the latest techniques in water re-use. From design and conception through to installation, commissioning, and after-sales service, Culligan is the global benchmark for commercial and industrial water treatment solutions.

Culligan International Centralizes North American HR and Payroll with UltiPro

TOP CHALLENGE

Culligan had been using a payroll service bureau to handle payroll operations for Culligan's Canadian employees. The decentralization of its administrative processes, combined with the service bureau's inadequate functionality and poor reporting tools, created headaches and extra hours for the human resources and payroll staff at Culligan's world headquarters.

Solutions

Benefits from having a single provider for both its employee-focused administrative operations in the U.S. and Canada

HR has a single point-of-contact to call with questions

KEY BENEFITS

- ✓ Fast and efficient 90-day launch
- ✓ Centralized global payroll operations that resulted in greater cost savings
- ✓ Enhanced, streamlined capabilities for reporting

Results

Significant cost cuts and simplified processes for HR and payroll

Extensive point-in-time reporting

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“UltiPro allows us to have the best of both worlds—in-house control of our workforce information with the convenience of outsourcing the technical side of the solution.”

MARY ODEGAARD, PAYROLL MANAGER

Challenges

A customer with Ultimate Software since 2005, Culligan International was pleased with the solution and services for managing human resources and payroll processes for its U.S.-based employees.

However, Culligan had been using a payroll service bureau that handled payroll operations for Culligan's Canadian employees. The decentralization of its administrative processes, combined with the service

bureau's inadequate functionality and poor reporting tools, created headaches and extra hours for the human resources and payroll staff at Culligan's world headquarters in Chicago.

The HR/payroll team needed a comprehensive HCM solution that would centralize its HR operations, streamline global reporting, provide self-service capabilities, and deliver end-to-end functionality for cross-organizational efficiencies.

Solutions

After an on-time, on-budget launch, Culligan International went live on UltiPro in July 2007.

UltiPro handles all aspects of Canadian human resources and payroll, such as managing new hires, rehires, salary changes, job changes, organization changes, terminations with Canada-specific fields, such as Social Insurance Number (SIN) and mandatory employer/employee reports required by Canada and its provinces.

The UltiPro solution processes payroll in Canadian dollars, including the calculation of earnings, deductions/benefits, and taxes, as well as Canada/Quebec Pension Plan contributions and Employment Insurance premiums, according to Canadian federal and provincial regulations.

After a successful launch that was completed in less than three months, Culligan is now enjoying the benefits of having a single provider for both its employee-focused administrative operations in the U.S. and Canada.

"Ultimate Software's launch team was knowledgeable and efficient, and made sure we dotted our 'i's and crossed our 'T's. The team was very thorough and easy to work with, ensuring that deadlines were met," said Mary Odegaard, payroll manager for Culligan.

"The deployment went very smoothly, and we are very excited about having one vendor that handles both our Canadian and U.S.-based HR and payroll processes."

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MARY ODEGAARD
PAYROLL MANAGER



Results

By eliminating a separate payroll for Canadian employees, Culligan reduced headcount by five full-time equivalents—significantly cutting costs and simplifying its processes for HR and payroll.

With Ultimate Software, Odegaard also has a single point-of-contact to call with questions, and she knows she can rely on immediate assistance.

“By centralizing our payroll, we can manage compensation more efficiently,” said Odegaard. “UltiPro gives us the control and tools we need to do our job well, including preparing reports for day-to-day, compliance, and business intelligence.”

Companies who use UltiPro can run hundreds of standard reports, including ROE, headcount, average salary trends, PIER, general ledger, and performance reviews. Reports are pulled down in real-time and can be immediately delivered to executives and managers over the Internet.

“With the previous provider, reporting was very limited and was not point-in-time,” said Odegaard. “It’s great to have such a complete library of reports available with UltiPro.”

Odegaard and Culligan’s HR/payroll team also are leveraging Ultimate’s Software-as-a-Service

(SaaS) delivery for both its U.S.-based and Canadian employees.

This on-demand, cloud platform gives users the in-house control and flexibility that comes with UltiPro without the worries about handling system maintenance or upgrades. Ultimate Software oversees all the hardware, software, and IT responsibilities related to UltiPro, allowing IT staff to focus on core business projects.

“UltiPro allows us to have the best of both worlds—in-house control of our workforce information with the convenience of outsourcing the technical side of the solution,” Odegaard said.

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