

Max's Restaurants

Benefits from Strategic HR with UltiPro



Company Profile:

For more than 25 years, Max's Restaurants have served America's favorite foods with an upscale style at affordable prices. Businesses include Max's Opera Cafes, the Golden Oldies at Max's Diners, and Max's Cafes.

The Challenges:

Max's Restaurants had been using a payroll service bureau that didn't offer the HR functionality, consolidated real-time reporting, or self-service that Max's HR team wanted to elevate the contributions of its workforce management processes.

With approximately 500 employees in multiple locations, Max's Restaurants switched to UltiPro in 2004 seeking more functionality and better customer support services than the service bureau could deliver.

The Solution:

Since activating UltiPro's manager self-service in February 2006, Greg Boro, HR director at Max's Restaurants, has found that the restaurant chain has expedited many processes, reduced the company's reliance on paper, and delivered business intelligence reports to restaurant managers over the Web.

"The more our managers use UltiPro's self-service, the more they appreciate what it can do. They can complete many day-to-day talent management processes online, such as hiring, making salary increases, and submitting PTO requests, and everything can be approved online," said Boro.

"The HR department has dramatically cut its use of forms and paper procedures. UltiPro is making a big difference in how HR does business at Max's Restaurants."

UltiPro's workforce analytics have helped the HR group at Max's add more strategic value to the company with views of trends and employee demographics that were not available with the previous provider.

Ultimate
SOFTWARE
People first.

The Customer

Max's Restaurants

Industry

Restaurant/Hospitality

Number of Employees

500

Key Benefits

- Reduced reliance on paper and streamlined processes with manager self-service
- Enhanced decision-making capabilities with UltiPro's hundreds of standard and customizable reports
- Fast ramp up for new staff using the solution due to UltiPro's ease-of-use

For example, the hospitality industry generally has high turnover rates, so Max's Restaurants is using UltiPro to monitor workforce changes and address issues proactively rather than reactively.

"Both the HR team and restaurant management at Max's Restaurants keep a close eye on key metrics with UltiPro," said Boro.

"HR was the first to use UltiPro's reporting, but now we have extended real-time reporting to our management teams in the field so they can review business intelligence about their own areas of responsibility whenever needed."

Boro believes that UltiPro's ease-of-use facilitated Max's transition to more strategic workforce management. UltiPro's intuitive navigation helped HR users ramp up quickly, and they have been able to use a broad range of the HCM solution's functionality with minimal training required.

"Compared with the previous service bureau, we really enjoy using UltiPro. It's user-friendly, and the customer support people at Ultimate Software all seem to care about our company. We are very pleased with our decision to switch to UltiPro," said Boro.



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Greg Boro
HR Director
Max's Restaurants

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