

Medline Industries, Inc.

Accommodates Expansion with Unified HCM Delivered by UltiPro



Company Profile:

As the largest privately held manufacturer and distributor of healthcare products in the U.S., Medline manufactures and distributes more than 125,000 products to hospitals, extended care facilities, surgery centers, physician offices, and home care dealers.

Headquartered in Mundelein, Illinois, Medline was recently named one of the 100 Best Places to Work in Healthcare and is comprised of more than 1,100 dedicated sales representatives to support its broad product line and cost management services.

Over the past five years, Medline has been the fastest-growing distributor of medical and surgical supplies in the U.S., serving as the primary distributor to more than 450 major hospitals and healthcare systems.

The Challenges:

Medline has grown through acquisition and had been manually operating multiple human resource management systems and databases from different vendors.

The HR team decided to find one solution with comprehensive HCM functionality that would automate cumbersome processes, streamline reporting, and enable the team to focus on its strategic contributions to the company.

The Solution:

Medline Industries chose UltiPro in 1999 when it had approximately 2,000 employees. Over the years, the company has grown to nearly 5,000 employees working in almost every state in the U.S.

According to Dave Bernier, director of payroll operations, UltiPro has allowed the company to manage multiple acquisitions without intensive data entry or adding headcount, speed processes and save time with decreased paper flow and fewer manual tasks, and cut overall costs.

“Following the acquisition of a company with approximately 1,200 employees, I was able to hire, through UltiPro and without additional administrative help, the new associates within a period of only 48 hours,” said Bernier.

Ultimate
SOFTWARE
People first.

The Customer

Medline Industries, Inc.

Industry

Manufacturing/Healthcare Services

Number of Employees

4,000

Key Benefits

- Mergers processed quickly
- Time and money saved on payroll and open enrollment
- Headcount kept low

“The process included adding their deductions, tax exemptions, benefits choices, and history into the solution. I was recognized by management for a job well done, and I couldn’t have done it without UltiPro. I’ve used the solution many times to adapt smoothly to business changes.”

UltiPro’s Web self-service has reduced the time that Bernier’s team spends on tactical activities since Medline’s employees can use the UltiPro workforce portal to quickly enroll in the healthcare company’s flexible spending account program and to keep personal information current.

Employees also can view paycheck details online and opt to discontinue printing of their paychecks. By moving to a paperless payroll with UltiPro, the company has achieved significant savings.

“By migrating to an electronic payroll with UltiPro, I believe we are cutting costs annually equivalent to one or two salaries. Being able to go paperless with paychecks is an important enhancement for the company, my team, and the employees,” said Bernier.

“We are pleased that UltiPro is helping us become more eco-friendly by cutting back our need for paper.”

UltiPro’s feature for open enrollment alleviates printing, handling, and distributing forms as well as allows the HR department to manage the formerly paper-intensive enrollment process online. The company’s dispersed workforce can select benefits at their convenience from home or office without sorting through a range of forms.

With UltiPro, the HR team can track the status of enrollment in the various plans before the process is complete—monitoring trends and reminding employees, if necessary, to complete their enrollment.

Rather than devoting time to managing paper and entering benefits changes for health insurers and plan providers, the HR/payroll team now can re-direct its efforts to high-value projects, such as identifying other methods to improve employee productivity and manage talent.

“UltiPro has cut our data entry tremendously and reduced the errors that typically occur when interpreting handwritten documents,” said Bernier. “Despite doubling in size, we have added only one part-time person since we purchased UltiPro because we have automated so many processes that used to be manual.”

Not only has the payroll staff remained approximately the same size, but Bernier also has taken on new responsibilities over the past few years. With UltiPro’s enterprise integration tools, businesses like Medline can electronically move information in and out of UltiPro without needing internal IT resources.

“I regularly transfer information between UltiPro and about a dozen other internal systems, including a global enterprise resource planning solution that we use for our general ledger,” said Bernier. “It’s fairly simple, hassle-free process for me since the integration tools are built into UltiPro.”



“Despite doubling in size, we have added only one part-time person in the eight years since we purchased UltiPro because we have automated so many processes that used to be manual.”

Dave Bernier
Director of Payroll Operations
Medline Industries, Inc.

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