

PSS World Medical

Consolidates HR, Payroll, and Talent Management into One Unified Solution



Company Profile:

Physician Sales & Service, Inc. (PSS) was founded in 1983 with a mission to fulfill the inventory needs of office-based physicians by providing unique and innovative services.

Based in Jacksonville, Florida, the healthcare company has grown into largest provider of medical supplies to the physician market in the U.S. With a team of more than 750 sales consultants, PSS World Medical features 33 service centers distributing medical supplies to approximately 100,000 offices in all 50 states.

The Challenges:

Before selecting UltiPro, PSS World Medical used separate systems to manage its processes for human resources, payroll, benefits, and talent management.

The Solution:

A national distributor of medical products to physicians and elder-care providers through its two business units, PSS World Medical has more than 4,200 employees as well as operations across the entire U.S.

The company chose UltiPro to improve the strategic contributions of its HR team and consolidate all workforce information into one cohesive solution for improved data management and reporting. According to PSS World Medical's CEO David A. Smith, UltiPro enabled the company to consolidate its employee-focused solutions.

Spending less time managing transactions, the HR team now devotes its efforts and resources to employee development programs and strategic workforce planning in order to facilitate the company's ongoing expansion.

"Our executive team realized that to help achieve our financial goals, we needed to have talent acquisition and leadership development tools in place alongside analytical reporting capabilities," said Smith.

"We have an employee-centric organization, so we knew that to continue to elevate employee services and the contributions of our human resources team, we needed one solution. We found this in UltiPro."

The Customer

PSS World Medical

Industry

Healthcare Services

Number of Employees

4,200

Key Benefits

- Consolidated all workforce information into one solution
- Improved the strategic contributions of HR team
- Created more time to spend on core business projects

PSS World Medical is using UltiPro's streamlined, end-to-end solution for HR, benefits administration, and payroll services as well as the UltiPro portal that includes role-based access for executives, managers, administrators, and employees.

With role-based access and UltiPro's rich reporting capabilities, managers can quickly obtain facts about their team members, including job and compensation history, whenever needed and from any location.

Employees can log on to the UltiPro portal—anywhere anytime—to locate employee forms and news or view their own HR and payroll details, including deductions, direct deposit choices, and year-to-date payroll records.

"Our company cares about our employees and we want to make sure they have the information they want easily, quickly, and conveniently. By giving them access that doesn't require phone calls or emails, HR and payroll are also free to spend time on core business projects," said Jeffrey Anthony, senior vice president of corporate development at PSS World Medical.

"Plus, the UltiPro activation was the most seamless deployment of any solution we have ever had."



"PSS World Medical is an employee-centric organization, so we knew that to continue to elevate employee services and the contributions of our human resources team, we needed one solution. We found this in UltiPro."

David Smith
Chairman and CEO
PSS World Medical

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