

The Customer

Olan Mills Incorporated

Industry

Retail/Services

Number of Employees

3,700

Key Benefits

- * Reduced payroll department headcount by more than 70%
- * Migrated corporate employees to paperless payroll
- * Automated annual open enrollment process using the Web

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Sharon James
Payroll Manager
Olan Mills



Company Profile:

Founded in 1932, and based in Chattanooga, Tennessee, Olan Mills makes high-quality, affordable portraits available to families everywhere through traditional studio sites in the U.S. and convenient retail locations at Kmart, Belk, Macy’s, and Meijer stores.

The Challenges:

Olan Mills’s payroll and HR departments manage a workforce that fluctuates dramatically each year in response to seasonal demands.

Before UltiPro, the team had to input payroll information manually—a very time-intensive operation. During and directly following peak seasons like Christmas, administrative staff manually keyed in new hires, rehires, and terminations.

The company needed a scalable, easy-to-use solution with Web functionality to help it automate these manual processes while holding down costs.

The Solution:

UltiPro’s easy-to-use, robust payroll engine and enterprise integration tools have allowed Olan Mills to automate many of those processes—reducing data entry requirements and helping the company scale back on administrative headcount.

“UltiPro helps us accomplish a lot with a fairly lean staff,” said Sharon James, Olan Mills’s payroll manager. “Since we started using UltiPro to streamline our processes, Olan Mills has been able to reduce my department’s manpower budget significantly. Add up the salary and benefits associated with those jobs, and I’d say that UltiPro is having a very positive effect on the bottom line.”

Olan Mills has experienced an additional cost savings by transitioning its corporate office staff to a paperless payroll environment and online benefits enrollment. Now employees can quickly view their direct deposit advices, payroll deductions, and tax information online without requiring printed pay stubs, making phone calls to HR, or sending payroll questions via e-mails.

Companies that use UltiPro's employee self-service can enable their workforce to view and update their addresses, beneficiaries, direct deposit choices, and benefit selections.

"Employees can access their benefits information through the UltiPro portal and make needed changes during the workday," said Lisa Clayton, employee benefits administrator for Olan Mills.

"The portal eliminated a great deal of paperwork and duplicate data entry, and we expect even more time savings as we expand its use in the future."

UltiPro's online functionality for benefits enrollment enables employees to review, elect, and submit their benefit choices at home or in the office without meeting with a benefits practitioner. Employees now can view and compare current benefits with the costs of new benefits and then easily make elections for the coming year.