

The Customer

Ace Cash Express

Industry

Financial Services

Number of Employees

4,000

Key Benefits

- * Hard-cost savings of approximately \$160,000 annually
- * Streamlined critical HR activities, such as talent acquisition and benefits enrollment
- * Improved information delivery to managers and employees across the U.S.

“UltiPro has allowed us to shift our means of communication with employees from paper to electronic. We no longer print newsletters, forms, handbooks, or many other HR or payroll documents—leading to tremendous savings.”

Karen Grace
Manager of Payroll
Ace Cash Express



Company Profile:

ACE Cash Express, Inc. is a leading retailer of financial services, including check cashing, short-term consumer loans, bill pay, and prepaid debit card services. In the U.S., ACE is the largest owner and operator of check cashing stores and the second largest owner and operator of short-term consumer loan stores. With a network of more than 1,800 stores in 38 states and the District of Columbia, ACE focuses on serving a range of consumers, many of whom seek alternatives to traditional banking relationships in order to gain convenient and immediate access to financial services.

The Challenges:

ACE Cash Express had been using multiple solutions, including a service bureau/in-house recruitment combination. However, company leaders had found this process costly and inefficient. By moving to Ultimate Software's UltiPro®, the nationwide business has reduced costs across its HR department as well as updated and improved the effectiveness of its HR processes, especially related to talent acquisition.

The Solution:

Unlike the previous solution for recruitment, UltiPro allows ACE Cash Express to include screening questions as part of the application process. Applicants now can complete and submit their answers in half the time.

Once managers select a candidate, applicant data is transmitted to HR managers, who use wizard tools to move the details directly into UltiPro without data entry. UltiPro's standardized offer letter is then automatically forwarded to candidates, reducing further inconsistencies and minimizing opportunities for error.

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“Additionally, our previous recruitment solution didn’t integrate with our HRMS, provided little more than a companywide report of applicants, and proved to be expensive to maintain. We had to pay our vendor each time we made a change, such as adding or removing a location, and considering the fact that we are adding hundreds of locations each year, this made no sense for us. With UltiPro, we can make those modifications ourselves, and our company is saving hundreds of thousands of dollars each year.”

By automating cumbersome processes, such as recruitment, remote managers and HR can accomplish tasks quicker than ever. Because ACE uses UltiPro delivered through Software-as-a-Service (SaaS), the company is creating a range of efficiencies with other processes, like benefits enrollment. Current employees can make benefits selections or update information online, and new employees can take advantage of monthly sessions to enroll online at their convenience.

“With UltiPro, we can configure and manage our own benefits sessions,” said Grace. “After our annual or monthly benefits enrollment is complete, UltiPro exports collected data to appropriate vendors. UltiPro gives us the control to adapt the solution to meet our unique needs, and it also gives our HR team, employees, and managers 24-7 access to information.”

Through online self-service, employees can see individual HR, benefits, and payroll details, and managers can view specific data for their teams. These features are especially valuable for ACE Cash Express because its large workforce is spread throughout the U.S.

“The UltiPro portal is a central repository for employee records, so regardless of the time of day or location, our workforce knows where to look first when they need something related to human resources. The portal is convenient for employees and managers, frees HR staff to focus on more strategic projects, helps reduce printing and shipping expenses, and supports the environment,” said Grace.

“Managers have facts at their fingertips, such as their employees’ vacation dates or accruals, without seeking assistance from the HR department. UltiPro is delivering process improvements throughout the entire organization.”