

Adobe Systems Incorporated

Takes Advantage of UltiPro with SaaS Delivery



Company Profile:

Adobe Systems Incorporated is a diversified software company. The company offers a line of business and mobile software and services used by professionals, designers, knowledge workers, high-end consumers, original equipment manufacturer (OEM) partners, developers, and enterprises for creating, managing, delivering, and engaging with compelling content and experiences across multiple operating systems, devices, and media.

Adobe distributes its products through a network of distributors and dealers, value-added resellers, systems integrators, independent software vendors, OEMs, and direct-to-end users as well as through its Web site at www.adobe.com.

The company also licenses its technology to hardware manufacturers, software developers, and service providers, and it offers integrated software solutions to businesses of all sizes. Adobe has operations in the Americas, Europe, Middle East, Africa, and Asia.

The Challenges:

Adobe Systems sought a strong partnership and long-term relationship with a company that provides a flexible software solution and a high level of customer satisfaction.

The Solution:

Known for providing award-winning software and technologies that have redefined business, entertainment, and personal communications, Adobe went live on UltiPro in April 2009—selecting the solution for its end-to-end functionality and convenient Software-as-a-Service (SaaS) model.

SaaS is an affordable, pay-as-you-go subscription model—available with per-employee-per-month pricing. SaaS delivery assures equal or higher functionality and control than on-premise systems—and offers a higher level of convenience, flexibility, technology, and security. Plus, companies can eliminate the substantial costs related to hardware, updates, maintenance, and technical support.

Ultimate
SOFTWARE
People first.

The Customer

Adobe Systems Incorporated

Industry

Services/Technology

Number of Employees

5,500

Key Benefits

- End-to-end HCM functionality
- Increased convenience, flexibility, and integration with SaaS delivery
- High level of customer support

With UltiPro through SaaS, leading companies like Adobe can take a comprehensive approach to HCM, streamline processes, and manage every aspect of the employee life cycle in one place. Advantages of the SaaS model include:

- Total control of HR/payroll data
- 24-7 self-service for administrators, managers, executives, and employees
- Expert system maintenance and management—no more strain on in-house IT resources
- Reduced overhead for software, hardware, licenses, databases, support, and upgrades
- Best practices for information security, intrusion detection, data back-up, and disaster recovery
- Accelerated deployment
- Greater scalability

“UltiPro improves the accuracy of our data, expedites the payroll process, and integrates well with our other systems,” said Lurbia Quinonez, senior payroll manager for Adobe Systems Incorporated. “We can easily and efficiently access information and develop a range of reports.”

According to Quinonez, Adobe Systems chose Ultimate Software not only for UltiPro’s functional capabilities, but also for the company’s culture and customer relationships.

When questions or concerns arise about hardware, software, networks, operating systems, security, or any other related issue, customers like Adobe Systems have access to a single point of contact.

This comprehensive, single-point-of-contact service from Ultimate Software’s experts frees a company’s IT from integration or troubleshooting responsibilities associated with its HRMS, dramatically reduces internal phone calls and meetings, and protects HR budgets from high fees for technical support.

Ultimate’s focus on excellence has earned the company a solid reputation, a history of long-term relationships, and consistent recognition by leading experts and technology analysts. Notable honors include:

- In January 2012, Ultimate Software was ranked #25 on FORTUNE Magazine’s annual list of the Best Companies to Work For. This prestigious list rates the top 100 U.S. companies with more than 1,000 employees that are using smart people management strategies to develop a highly productive and satisfied workforce.
- In November 2011, Ultimate Software received a 2011 Forrester Groundswell Award for the effectiveness of its online customer community. These awards were established by Forrester Research to identify excellence in achieving business and organizational goals through innovation in social technology applications.
- In November 2011, Ultimate Software received a 2011 SuperNova Award from Constellation Research. These awards acknowledge organizations that have applied emerging and disruptive technologies that are benefiting their customers.



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Lurbia Quinonez
Senior Payroll Manager
Adobe Systems Incorporated

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