

The Customer

Adobe Systems Inc.

Industry

Services

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

“UltiPro improves the accuracy of our data, expedites the payroll process, and integrates well with our other systems. We can access information and develop reports easily and efficiently.”

Lurbia Quinonez
Senior Payroll Manager
Adobe Systems Inc.



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.

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
- Uninterrupted reliability 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. “We can access information and develop reports easily and efficiently.”

According to Quinonez, Adobe chose Ultimate 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 have access to a single point of contact. This comprehensive, single-point-of-contact service from Ultimate’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 June 2009, Ultimate was ranked #1 best medium-sized company to work for in America by The Great Place to Work® Institute, the same research and management consultancy that produces FORTUNE’s “100 Best Companies to Work for” list, and the Society for Human Resource Management (SHRM). Ultimate was ranked #1 on the same list in 2008.
- In June 2009, Ultimate’s UltiPro delivered through SaaS won first place in the People’s Choice Stevie® competition for Favorite New SaaS Product, sponsored by the American Business Awards.
- In April 2009, Ultimate was awarded the 2009 IHRIM Partners Award for its contributions to the practice of Human Capital Management (HCM).