

**The Customer**

Alfa Laval

**Industry**

Manufacturing

**Number of Employees**

1,150

**Key Benefits**

- \* Frees IT resources to focus on other core business projects
- \* Expedites ability to handle acquisitions
- \* Improves efficiencies as a result of self-service

“Before UltiPro, our IT team was extremely busy, so we had to wait in line for things like having them install UltiPro’s quarterly tax updates, causing some real issues. UltiPro delivered through SaaS has addressed this problem.”

**Barbara Cuttino**  
HRIS and Payroll Manager  
Alfa Laval



**Company Profile:**

Alfa Laval is a leading global provider of specialized products and engineering solutions based on its key technologies of heat transfer, separation, and fluid handling. The company’s equipment, systems, and services are dedicated to assisting customers in optimizing the performance of their processes. The solutions help them to heat, cool, separate, and transport products in industries that produce food and beverages, chemicals and petrochemicals, pharmaceuticals, starch, sugar, and ethanol. Alfa Laval’s products also are used in power plants, aboard ships, in the mechanical engineering industry, in the mining industry, for wastewater treatment, and for comfort climate and refrigeration applications.

**The Challenges:**

Alfa Laval has been an Ultimate Software customer since 1998, and the company’s HR/payroll team was highly satisfied with UltiPro’s functionality and customer service. The manufacturer had been supporting UltiPro as on-premise software on its own servers. However, after significant growth, Alfa Laval’s internal IT resources became overburdened with new projects.

The company switched from UltiPro as on-premise software to Software-as-a-Service (SaaS) in 2002—freeing IT to focus on other core business projects, allowing HR to manage growth more efficiently, and providing 24-7 online access to employees.

**The Solution:**

“Our IT team was extremely busy, so we had to wait in line for things like having them install UltiPro’s quarterly tax updates, causing some real issues,” said Barbara Cuttino, HRIS and payroll manager for Alfa Laval.

“UltiPro delivered through SaaS has addressed this problem. Now, Ultimate Software performs our upgrades for us and maintains the hardware, so we can all focus on other projects. I like knowing that our data resides safely and securely in Ultimate’s state-of-the-art data center, and I can access that data any time I need to.”

Working for a company in growth mode, Cuttino must be able to act quickly and is sometimes faced with the need to import large numbers of employees rapidly. After a recent acquisition, she imported records for hundreds of newly acquired employees and had them live on UltiPro's self-service within two weeks.

"It only took me about eight hours to export data for 300 employees from their previous human resource management system, format it, import it into UltiPro, and audit it. UltiPro is so easy to use and flexible," said Cuttino. "Within 10 days of the acquisition, employees were live on self-service and receiving a paycheck. UltiPro streamlined the process of adding new employees, so the transition was smooth, benefitting everyone involved."

Ultimate's SaaS model provides online access for administrators, managers, and employees. Based on their roles, individuals can see only data that is relevant to them and they are authorized to view.

Because employees can read company news, print needed forms, and view current and historical pay details with UltiPro, Alfa Laval has discontinued printing paychecks and dozens of other documents, supporting the company's initiative to "go green" by moving paper documents and processes online.

"Our employees love self-service, and 98% of them have chosen to view their information with UltiPro rather than needing hard copy paychecks, forms, and handbooks. This means we have minimized our dependence on paper, reduced costs, and helped the environment," said Cuttino. "As a growing business, we also appreciate UltiPro's Web functionality because it allows us to scale in size with fewer associated expenses."