

Amcom Software

Benefits from Enhanced HCM and Expert Services with UltiPro Workplace



Company Profile:

Amcom Software provides technology solutions for organizations that depend on speed, accuracy, and productivity to manage mission-critical, day-to-day, emergency, and event-driven communications.

Amcom Software's integrated solutions for call center communications, emergency management, mobile event notification, and paging infrastructure are used by thousands of leading organizations in hospitality, healthcare, education, business, and government.

The Challenges:

With company growth increasing by more than 100% in only a few years, Amcom Software's HR team believed that the payroll service bureau it had been using could not keep up with the pace of its expansion.

Frustrated with the previous provider's service and concerned about impacts to employee management with projected growth, HR executives decided that the company needed a state-of-the-art HCM solution that delivered advanced HR and payroll functionality with real-time reporting capabilities.

When Amcom was researching potential HR software providers, the decision-making team also regarded customer service as a significant factor in the selection process.

The Solution:

Amcom chose UltiPro in August 2009 and is now benefiting from Ultimate Software's expert customer support and payment services. With customer support that has received numerous awards and third-party rankings of excellence, Ultimate provides customers with named service representatives in order to better understand customers' unique needs, respond as quickly as possible, and establish personal relationships with the right people for each organization.

"Ultimate's customer service is fantastic. We can submit a service ticket online, and within a few minutes, we receive a response," said Joanna Leach, HR director for Amcom.

"Our support services representative thinks out-of-the-box, and we certainly didn't have this kind of forward-thinking contribution with the payroll service bureau."

Ultimate
SOFTWARE
People first.

The Customer

Amcom Software

Industry

Technology/Business Services

Number of Employees

250

Key Benefits

- Cuts payroll processing by 50%
- Adds value across the organization with self-service and business intelligence tools
- Enjoys responsive, expert customer support

Using Ultimate Software's payment services for taxes, garnishments, and wage attachments, Meagan Lechner, HR generalist, is also pleased with the personal attention that Amcom receives.

"We recently submitted some information and our payment services representative at Ultimate called us to recommend a small change to make sure everything was perfect," said Lechner.

"It's great to know that we were contacted when someone had an idea of how we could do something better—to know that Ultimate Software is watching out for us."

In addition to cutting payroll processing time by 50%, improving data integrity, and enhancing its reporting through business intelligence tools, Amcom has also provided its employees with UltiPro's self-service capabilities.

And with HCM functionality playing a critical role for her department, Leach was very impressed that Ultimate Software offered the company a free Webinar to learn about upcoming enhancements.

"We were given an opportunity to see upcoming UltiPro improvements, so we knew what to expect. With the service bureau, we would just go into the system and see changes without any notice or explanation," said Leach.

"We're very pleased with UltiPro, and Ultimate's superior service is adding just as much value to our business."



"Ultimate Software's customer service has exceeded our expectations. Our support services representative thinks out-of-the-box, and we certainly didn't have this kind of forward-thinking contribution with the payroll service bureau."

Joanna Leach
HR Director
Amcom Software

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