American Fidelity Assurance

Converts HCM Efficiency into Strategic Results with UltiPro

Company Profile:

American Fidelity Assurance Company is a third-generation, family-owned organization providing insurance products and financial services to education employees, trade association members, and companies throughout the U.S. and across the globe.

Founded in 1960 and headquartered in Oklahoma City, American Fidelity Assurance is one of the largest private, family-owned life and health insurance companies in the U.S., serving more than 1 million customers in 49 states, and the company operates in 23 countries worldwide.

Since 1982, American Fidelity has been rated "A+" (Superior) by A.M. Best Company, one of the leading insurance rating services in the U.S. In addition to financial stability, American Fidelity has been consistently named one of FORTUNE magazine's 100 Best Companies to Work For.

The Challenges:

American Fidelity had been using five different solutions to handle its human resources, payroll, and benefits management. With so many disparate systems, reporting on workforce data had become almost impossible.

There was no reconciliation among the multiple systems, and accuracy was suffering. And, with all of its other responsibilities, the company's IT department could not place HRIS at the top of its list.

The Solution:

While attending a conference sponsored by the Society for Human Resource Management (SHRM), American Fidelity Assurance's senior vice president and director of HR learned about UltiPro with Software-as-a-Service (SaaS) delivery, and they were impressed that 100% of Ultimate's customer support team are Certified Payroll Professionals.

After exploring other solutions and narrowing its choices, American Fidelity Assurance's selection team completed a return on investment analysis on UltiPro.

Company leadership was pleased with the strong ROI results and recognized that the pricing structure of SaaS would help lower costs.

Ultimate SOFTWARE

People first.

The Customer

American Fidelity Assurance

Industry

Insurance

Number of Employees

1,700

Key Benefits

- Eliminated upgrades and hardware maintenance with SaaS
- Improved process for benefits enrollment and administration
- Moved to a nearly 100% paperless payroll

Eager to consolidate the company's workforce data into one comprehensive solution, American Fidelity Assurance and its team of colleagues in the HR, payroll, and training departments chose UltiPro.

The company went live with HR and benefits in October 2003, and three months later began running payroll with UltiPro.

Since the UltiPro activation, American Fidelity Assurance has experienced two successful benefits enrollments online, and the company is continually rolling out new functionality.

Plus, with SaaS delivery, almost all of the company's 1,700 employees in the U.S. have elected direct deposit, and the HR/payroll team has since stopped printing advices for those personnel.

"With UltiPro, we've moved away from double-keying compensation and benefits information and moved toward strategic workforce planning," says Joyce Davis, HRIS manager at American Fidelity Assurance. "This is helping us better manage our talent."

American Fidelity Assurance also credits Ultimate's customer service department with helping keep it on track.

"We have a really good working relationship with our customer service representative. He understands our company, and we like that Ultimate Software is always working to provide us with better customer service," says Davis.

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Joyce Davis
HRIS Manager
American Fidelity Assurance

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