

ARUP Laboratories

Expands HCM with UltiPro and SaaS Delivery



Company Profile:

Founded in 1984, ARUP Laboratories is a leading national reference laboratory and a nonprofit corporation affiliated with the University of Utah and its Department of Pathology. ARUP offers more than 3,000 tests and test combinations, ranging from routine screening tests to esoteric molecular and genetic assays.

ARUP serves clients across the U.S., including many of the top university teaching hospitals and children's hospitals, as well as multihospital groups, major commercial laboratories, group purchasing organizations, military and other government facilities, and major clinics

ARUP is also a worldwide leader in innovative laboratory research and development, led by the efforts of the ARUP Institute for Clinical and Experimental Pathology.

The Challenges:

ARUP Laboratories had been using a payroll service bureau for basic payroll processing, but the organization wanted more feature-rich functionality, such as quick, accurate analysis and historical reporting, as well as self-service tools for managers and employees.

ARUP investigated Ultimate Software's Software-as-a-Service (SaaS) model and went live in January 2007.

The Solution:

With SaaS delivery, Ultimate now handles all the responsibilities in managing the hardware, software, and system maintenance required for UltiPro.

Cloud-based SaaS freed ARUP from making large upfront investments and provided convenient access to UltiPro's end-to-end functionality.

"I absolutely love SaaS," said Kent Gordon, vice president of finance for ARUP Laboratories. "Because our data is stored off-site on Ultimate Software's equipment, we don't worry about having adequate space on our servers to house information."

Ultimate
SOFTWARE
People first.

The Customer

ARUP Laboratories

Industry

Healthcare Services

Number of Employees

2,900

Key Benefits

- SaaS provides superior automation without IT responsibilities
- Historical information on employees is immediately available for report generation
- Web self-service provides employees with easy, 24-7 access to critical information

“Our teams have complete access to years of workforce information that we can use for budgeting, forecasting, or other companywide reporting.”

With SaaS delivery, Gordon can now log onto UltiPro over the Internet from anywhere at any time to capture workforce analytics. Plus UltiPro also includes a library of hundreds of standard and customizable reports to help businesses accelerate reporting and identify workforce trending.

In addition to enhancing services for the HR/payroll department, ARUP Laboratories is providing its workforce with quicker, easier access to information.

Employees can see their checks and direct deposit information online from home or work, and as a result, ARUP has migrated to a paperless payroll.

“Employees love UltiPro’s self-service, and we’ve received lots of wonderful feedback on it,” said Gordon.

Ultimate also provided ARUP laboratories with a training program, available on a CD, that offers basic, easy-to-follow instructions to help employees get started on UltiPro’s self-service. The tutorial also is accessible from Ultimate’s customer support Web site.

“With the CD, our employees were shown how to create a password and log on, input changes, and navigate the solution with minimal help. Employees also had the option to learn on their own or attend a very brief training session hosted by our HR/payroll team,” said Gordon.

“UltiPro and SaaS delivery has been a positive experience for our business.”



“With UltiPro, our teams have complete access to years of workforce information that we can use for budgeting, forecasting, or other companywide reporting.”

Kent Gordon
Vice President of Finance
ARUP Laboratories

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