

### The Customer

ARUP Laboratories

### Industry

Healthcare Services

### Number of Employees

2,600

### Key Benefits

- \* Software-as-a-Service delivers superior automation without IT responsibilities
- \* Historical workforce information becomes immediately available for report generation
- \* Online self-service provides employees with easy access to critical information from home or work

"Employees love UltiPro's self-service, and I've received lots of wonderful feedback on it."

**LaRee Curtis**  
Payroll Manager  
ARUP Laboratories



## Company Profile:

ARUP Laboratories is a national reference laboratory and a worldwide leader in innovative laboratory research and development. ARUP offers an extensive test menu of highly complex and unique medical tests in clinical and anatomic pathology. Owned by the University of Utah, ARUP Laboratories' clients include more than half of the nation's university teaching hospitals and children's hospitals, major commercial laboratories, military and government facilities, and major clinics.

## The Challenges:

ARUP Laboratories had been using a payroll service bureau for basic payroll processing, but the organization wanted more functionality, such as quick, accurate analysis and historical reporting, as well as easy-to-use, online tools for managers and employees. ARUP investigated Ultimate's Software-as-a-Service (SaaS) model and went live in January 2007.

## The Solution:

ARUP selected UltiPro delivered through SaaS, so that Ultimate now handles all the responsibilities in managing the hardware, software, and system maintenance required for UltiPro®. The SaaS offering freed the organization from having to make large upfront investments and provided convenient online access to UltiPro's end-to-end functionality.

"I absolutely love SaaS. It's everything I saw in the presentations we were given by Ultimate Software during the sales process," said LaRee Curtis, payroll manager for ARUP. "Because our data is stored off-site on Ultimate's equipment, I don't worry about having adequate space on our servers to house it. I have complete access to years of information about our workforce with UltiPro that I can use for budgeting, forecasting, or other labor reports."

Curtis can log onto UltiPro over the Internet from anywhere at any time to capture workforce analytics. UltiPro includes a library of hundreds of standard and customizable reports to help businesses streamline reporting and workforce trending.

In addition to enhancing services for the HR/payroll department, ARUP Laboratories is providing employees 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 I’ve received lots of wonderful feedback on it,” said Curtis.

Ultimate also provided Curtis with a training program, available on a CD, that offers basic instructions to help employees get started on UltiPro’s secure employee 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 system with minimal help. Our employees could learn on their own or attend a very brief training session hosted by HR/payroll,” said Curtis.

“The bottom line is that the solution and the training tools combine to make UltiPro with SaaS delivery a positive experience for everyone.”