

The Customer

Baltimore Life

Industry

Insurance

Number of Employees

775

Key Benefits

- * 50% cost savings with in-house HR/payroll system
- * Improved employee satisfaction with online access to payroll and benefits
- * Increased administrative productivity and efficiency

“With UltiPro, we pay at least 50% less for ongoing monthly costs compared with our previous system. When you add that savings to the return we’ve experienced in increased productivity and improved employee satisfaction, UltiPro has been a wise investment.”

John Ashford
Assistant Vice President
Baltimore Life

**Company Profile:**

Established in 1882, and licensed in 49 states and the District of Columbia, The Baltimore Life Insurance Company is the 37th oldest life insurance company in America. Baltimore Life is a leading provider of niche life and health insurance solutions to middle-income America.

The Challenges:

Before going live on UltiPro in 1999, Baltimore Life was contracting an outside service provider to handle its check processing and basic human resource management for its employees. The service bureau had become an expensive endeavor for Baltimore Life’s payroll and employee benefits. Each time the company needed to run off-cycle checks or generate custom reports, the service provider hit the insurance company with extra fees. Additionally, Baltimore Life’s staff was in constant crisis to meet service bureau deadlines as well as manage paycheck and balancing errors.

In order to accomplish essential HR and payroll administrative functions and to increase employees’ access to their personal information, Baltimore Life went in search of a less expensive and more efficient HR and payroll solution.

The Solution:

Baltimore Life researched industry solutions that would bring its HR, payroll, and benefits management in-house, providing the company with more internal control. After an extensive review of many systems, Baltimore Life chose UltiPro based on its functionality and its high return on investment (ROI).

By using UltiPro to process its payroll processes and provide human resource management, Baltimore Life is now paying 50% less each month compared to the costs with its service bureau. UltiPro also eliminates the extra charges for running off-cycle checks or generating custom reports that came with the previous service provider.

UltiPro’s Web portal is a key factor in providing enhanced services to Baltimore Life’s employees, who are dispersed across the U.S. With Ultimate’s Web self-service, the company’s employees can quickly and efficiently access payroll and benefits information

through a centralized communications hub—minimizing phone calls, e-mails, and faxes to payroll or human resources managers for basic requests or information retrieval. The result has been greater employee empowerment.

Having a unified, end-to-end system in-house has provided Baltimore Life's HR and payroll staff with more control and immediate access to all of its administrative records. Productivity levels have risen, and the HR/payroll department is handling more responsibilities without additional staff and concentrating its efforts on strategic initiatives.

"UltiPro has allowed Baltimore Life to unite our offices and employees across the U.S. under one HR/payroll system, and we now efficiently perform as one corporate entity," said John Ashford, assistant vice president.