

Baltimore Life Companies

Achieves Significant Savings through End-to-End HCM with UltiPro



Company Profile:

Established in 1882, and licensed in 49 states and the District of Columbia, Baltimore Life provides a variety of life insurance products and annuities to customers in the U.S. The company's products include term and universal life, stewardship annuities, and single premium policies.

The Challenges:

Before going live on UltiPro in 1999, Baltimore Life was contracting an outside service provider to handle its check processing and basic HR 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 end-to-end functionality and its high return on investment (ROI).

By using UltiPro to process its payroll and provide human resource management, Baltimore Life is paying 50% less each month compared to the costs with the payroll service bureau.

UltiPro also eliminates the extra charges for running off-cycle checks or generating custom reports that came with the previous service provider.



The Customer

Baltimore Life Companies

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

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 UltiPro's Web self-service, employees can quickly and efficiently access payroll and benefits information through a centralized communications hub—minimizing phone calls, emails, and faxes to payroll or HR managers for basic requests or information retrieval. The result has been greater employee empowerment.

Having an end-to-end solution 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. with one HR/payroll solution, and now we are efficiently performing as one corporate entity," said John Ashford, assistant vice president for Baltimore Life.

"We pay at least 50% less for ongoing monthly costs compared with our previous system," said Ashford. "When you add this savings to the return we've experienced in increased productivity and improved employee satisfaction, UltiPro has been a wise investment."



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John Ashford
Assistant Vice President
Baltimore Life

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