

Birmingham Water Works

Accelerates Performance Management with Cloud-Based UltiPro



Company Profile:

Founded in 1951 by the residents of Birmingham, Alabama, the Water Works Board of the City of Birmingham (BWW) serves 600,000 people in Jefferson, Shelby, Blount, St. Clair, and Walker counties.

The Challenges:

The Water Works Board of the City of Birmingham used an internally made application to manage its processes for HR, benefits, and payroll. Too often this legacy system could not convert workforce data into real-time business intelligence for strategic HCM.

BWW's leaders wanted an HCM solution that would provide a more flexible and agile way to consolidate diverse information, better manage its resources for talent management, as well as maximize productivity and efficiency across the organization.

The Solution:

The Water Works Board of the City of Birmingham went live with UltiPro in June 2006. Now the utility is benefiting from an HCM platform that delivers HR, payroll, benefits, salary planning and budgeting, time management, and recruitment into one master system of record.

UltiPro's cloud-based HCM provides the HR team with immediate access to business intelligence as well as multi-dimensional drill-down capabilities, and end users can then view data from various perspectives—all online with no paper to pass along.

Automatic workflow and real-time information in one comprehensive solution provides HR and managers with additional traction for peak efficiency. Now, BWW can make quick adjustments to its business processes, become more productive and smarter with its resources, and enter into a deeper collaboration with the managers and employees they are helping.

In addition, performance management at BWW is connected to payroll and benefits—so anyone in HR who has been given rights to the solution now has a single view of each employee's entire HR profile.

The Customer

Birmingham Water Works

Industry

Services

Number of Employees

800

Key Benefits

- Increased visibility into talent management metrics across the organization
- Improved the speed and accuracy of performance management and reduced paper through automated workflow
- Consolidated all HR information into one master system of record

“Previously, we handled our performance appraisals like most companies—managers used a paper form. When the HR team received the forms, we recorded the overall ratings on a spreadsheet, uploaded the info into payroll for merit increases and then filed the paperwork,” said Paul Lloyd, director of human resources for The Water Works Board of the City of Birmingham.

“Today, performance management is electronic and moves very quickly—without the costs, manual data entry, security issues, or delays involved with paper. Automatic workflow keeps HR and managers on the same page and on schedule. Employees, managers, and HR are all benefiting.”

Another advantage of UltiPro’s features for talent management is that businesses can standardize performance evaluations based on key competencies that are valued by the company. Competencies also can vary for specific roles, jobs, or other relevant criteria.

“UltiPro allows HR to standardize the employee assessment process by job, so feedback and ratings are more consistent throughout the organization and better connected with the strategic goals of the company,” said Lloyd.

“Our leadership team also can quickly provide feedback to team members by selecting from UltiPro’s library of pre-set comments, and they have the flexibility to customize these comments. Our managers have found this functionality to be very helpful.”

SaaS delivery of UltiPro aligns very well with BWW’s goals—delivering feature-rich capabilities without the large financial and personnel investments to the company.

With its previous legacy system, the HR team required significant assistance from IT staff for report generation. With the convenience of SaaS, BWW can take full advantage of UltiPro’s end-to-end functionality without pulling IT resources from other critical projects within the organization.

Along with cost and time savings, UltiPro with SaaS delivery has enabled BWW to furnish approximately 80 supervisors with 24-7 access to workforce metrics about their teams on a range of topics, such as open positions, performance management, and employee training—access that was simply not possible before without significant assistance from IT for report generation.

“SaaS gives us the quick ability, flexibility, and control to create and deliver a range of workforce analytics, such as how employees are performing across the company, on a particular team, or in a specific job, and we can view in-depth details for specific employees,” said Lloyd.

“Now we are strategically managing our talent with real-time data that is helping us achieve better business collaboration, better decision-making, and better business value.”



“With UltiPro and SaaS, we are strategically managing our talent with real-time data that is helping us achieve better business collaboration, better decision-making, and better business value.”

Paul Lloyd
Director of Human Resources
Birmingham Water Works

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