

# Boston Culinary Group

Handles Rapid Growth, Complex Payroll with UltiPro



**Ultimate**  
SOFTWARE  
People first.

## Company Profile:

Founded in 1961, Boston Culinary Group, Inc. (BCG) is a foodservice management company that provides food, beverage, and merchandise services for the recreation and leisure industries. BCG also offers a range of professional services, including design, layout, and construction, as well as management of food, liquor, and merchandise facilities.

In addition, the company operates entertainment venues, restaurants, and movie theatres as well as serves properties, such as arenas, stadiums, civic and convention centers, casual dining restaurants, performing arts theatres, ski resorts, amusement parks, water parks, aquariums, amphitheatres, and transportation lines.

## The Challenges:

With more than 20 federal identification numbers and employees spread across 30 states, Boston Culinary Group has very specific requirements for payroll, HR, and benefits for a fluctuating workforce population that can serve in a variety of jobs in numerous locations across several states—all in one week.

## The Solution:

BCG annually pays approximately 11,000 full- and part-time employees located in more than 100 properties across the U.S., including ski resorts, stadiums, arenas, civic and convention centers, theaters, amphitheatres, aquariums, and casual dining restaurants.

“We have an extremely complex payroll because each of our clients is different with regard to hours, pay rates, and deductions, and UltiPro helps us operate much more efficiently because it adapts to each client’s uniqueness,” said Doreen Paron, payroll manager for the Boston Culinary Group.

“Although I’m handling 30% more employees than I was when we chose UltiPro in 2002, I haven’t had to add staff. This accomplishment says a great deal about the solution.”

For peak efficiency, Paron and her team have often need to turn on a dime and deal with acquisitions involving individuals that have different benefits providers, accruals, and pay types, such as bonuses, commissions, salary, and more.

### The Customer

Boston Culinary Group

### Industry

Hospitality

### Number of Employees

800

### Key Benefits

- Keeps administrative spend low for complex payroll processes
- Easily handles tax calculations, including reciprocity among states
- Provides scalable HCM for fluctuating workforce

UltiPro lets BCG add new federal identification numbers and large numbers of employees to the payroll quickly. Whether the food service provider is involved in a merger or a divestiture, UltiPro's scalability helps Paron easily adapt to the changing business climate.

"No matter how short the notice is, when I hear I need to add hundreds of employees in the solution, I am ready for the new people by the time the ink is dry on the contract," said Paron.

BCG's workload also has been made easier because of UltiPro's ability to handle tax calculations and withholdings for workers who live in one state and work in another.

With UltiPro, each BCG employee requires only one W-2 rather than a W-2 per state worked—as was the case with the hospitality group's previous vendors.

For example, one of BCG's locations is on the Massachusetts state line, so employees may live in New York and work in Massachusetts.

UltiPro automatically calculates the taxes and withholdings using one paycheck per pay period and one W-2 with several copies per year.

For companies like BCG that have large, fluctuating workforce, coupled with complex HR/payroll structures, UltiPro offers significant productivity enhancements—as well as less headaches for its HR and payroll teams.

"Before we had UltiPro, the shifts in the workforce made year-end very time consuming," said Paron.

"Recently, we ran 12,000 W-2s in a few days, and my staff went home with no overtime—this is a tremendous advantage that we couldn't do before UltiPro."



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Doreen Paron  
Payroll Manager  
Boston Culinary Group

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