

The Customer

Buckeye Partners, L.P.

Industry

Manufacturing

Number of Employees

1,100

Key Benefits

- * Reduced costs by \$140,000 annually and gained in-house control of HR/payroll processes and information
- * Leveraged Web employee self-service, manager self-service, and benefits enrollment for increased efficiencies
- * Responded quickly and easily to workforce-related SOX requests with UltiPro's workflow and reporting features

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Tammy Bates

Senior Compensation Analyst
Buckeye Partners



Company Profile:

Buckeye Partners, L.P. is a publicly traded partnership that owns and operates one of the largest independent refined petroleum products pipeline systems in the U.S. Buckeye Partners, L.P. owns 64 refined petroleum products terminals, operates and maintains approximately 2,400 miles of pipeline under agreements with major oil and chemical companies, owns a major natural gas storage facility in northern California, and markets refined petroleum products in geographic areas served by its pipeline and terminal operations.

The Challenges:

Buckeye Partners had been using a payroll service bureau that did not provide the cost-effectiveness or functionality required to build the company's bottom line or provide HR and payroll staff the ability to respond quickly to information requests on workforce data. The organization chose UltiPro in 2001.

The Solution:

After an on-time and on-budget implementation, Buckeye Partners significantly cut technology costs because UltiPro proved to be a less expensive alternative compared with the service bureau.

Another cost saver, UltiPro's online functionality for benefits enrollment also reduced Buckeye's reliance on third-party consultants, enabling employees to make benefit selections over the company's intranet.

“By bringing payroll and benefits in-house, we have been able to achieve significant returns,” said Tammy Bates, senior compensation analyst for Buckeye Partners. “We've realized a true cost savings and empowered our workforce with easy-to-use Web access to information without adding extra staff.”

In addition to enrolling for benefits online, Buckeye Partners' employees can make direct deposit selections, update individual data, and view personal details like year-to-date payroll summaries, job history, and benefits deductions.

Managers can log on to the Web portal to generate salary increases, job changes, or organizational modifications with UltiPro's built-in workflow for automated approvals. UltiPro also records this workflow so the HR team can access the details in the future when necessary.

"The workflow approvals in UltiPro are used by the HR staff to answer important questions, such as those from auditors related to Sarbanes-Oxley compliance," said Jan Maguire from Buckeye Partners' HR department. "For instance, we had auditing firms asking questions such as, 'Who authorized this raise?' or 'Who authorized this new hire?' UltiPro's workflow provides documentation that helps us address these types of questions by showing who initiated the change as well as noting the multiple layers of approvals we have for those processes."