

The Customer

Carolina CAT

Industry

Retail/Wholesale Trade

Number of Employees

650

Key Benefits

- * Key team data available to managers 24-7
- * Improved employee satisfaction with self-service
- * Increased value of HR to executives

“It was important for us to have one, unified HR solution that could deliver everything that our HR/ payroll team needs now and will need when moving into the future. With its end-to-end functionality, UltiPro is helping our entire organization operate more productively.”

Tom Bell
Vice President of Human Resources
Carolina CAT



Company Profile:

Carolina Tractor, one of the oldest Caterpillar dealerships in the U.S., was founded at Salisbury, North Carolina in 1926. For over 80 years, the company has supported the growth of North Carolina by supplying and supporting Caterpillar equipment to the construction, road-building, utility, and mining industries. In addition to offering a full line of construction, forestry, and paving products, Carolina CAT also offers a complete line of material handling equipment, engineered systems, truck engines, power generation systems, and superior product support.

The Challenges:

Before UltiPro, Carolina CAT had no integration among HR, benefits, and payroll. To manage HR, the dealership was relying on outdated and time-consuming spreadsheets to track and manage information for approximately 650 employees. To run payroll, Carolina CAT was using a payroll service bureau that lacked robust reporting capabilities, benefits management, or strategic features for talent management. Without a unified HR infrastructure and capabilities of shared data, the dealership had records in different systems that were out of sync, and it was forced to handle many processes manually with paper files, e-mails, and printed forms.

The Solution:

To become more efficient, Carolina CAT sought one provider to deliver end-to-end functionality with easy-to-use HR business intelligence tools. The company selected UltiPro and, since going live on Software-as-a-Service delivery in January 2008, the HR team has made dramatic improvements to the services it provides.

Managers now have 24-7 access to key data about their own teams, a secure workforce portal for access to company and individual information has improved communications and employee satisfaction, and executive decision-makers get relevant reports quickly and no longer depend on manual spreadsheets.

With more than 50 managers in 12 locations, Carolina CAT has seen instant benefits by using UltiPro's manager self-service to provide supervisors with quick access to information about their teams, such as staffing reports, compensation breakdowns, and performance review history.

“Our managers never had anything like this before, so this is a huge hit with them,” said Tom Bell, vice president of human resources for Carolina CAT. “By making this information rapidly available to managers, we are giving them the tools they need to perform their roles better than ever before.”

Similarly, with the UltiPro portal, Carolina CAT’s employees use self-service to quickly access year-to-date payroll summaries, business forms, and company news. According to Bell, after minimal training, employees have found the UltiPro portal a valuable resource that is very easy to navigate.

“Never underestimate the power that self-service has to make employees happy,” said Bell. “It has been a real ‘wow’ experience for them, and also ultimately helps HR because associates can get information on their own, freeing up HR time and energy for other projects.”

Now that Carolina CAT is using UltiPro, compiling metrics for executives or for external reporting demands is quick and efficient. Because UltiPro provides integrated reporting across any area of HR, payroll, and benefits, Bell and his team can generate reports in minutes to review labor costs, current headcount, or 401(k) contributions. Plus UltiPro includes hundreds of standard and customizable reports.

“With our previous provider, all reports had to be written from scratch,” said Leah Beard, benefits partner for Carolina CAT. “We also couldn’t count on the reliability of the reports since we stored employee records in a number of different databases. With UltiPro’s standard reports, I can get what I need in a snap, and we know the data is correct.”

Bell is in the final stages of rolling out UltiPro Performance Management and UltiPro Salary Planning & Budgeting. By using these feature sets, he estimates that the HR team will recoup hundreds of hours to focus on other projects. He also believes that these tools will add strategic value across the organization, helping to better manage talent and wage increases.

“It was important for us to have one, unified HR solution that could deliver everything that our HR/payroll team needs now and will need when moving into the future,” said Bell. “With its end-to-end functionality, UltiPro is helping the entire organization operate more productively.”