

The Customer

Catholic Charities of Buffalo

Industry

Nonprofit

Number of Employees

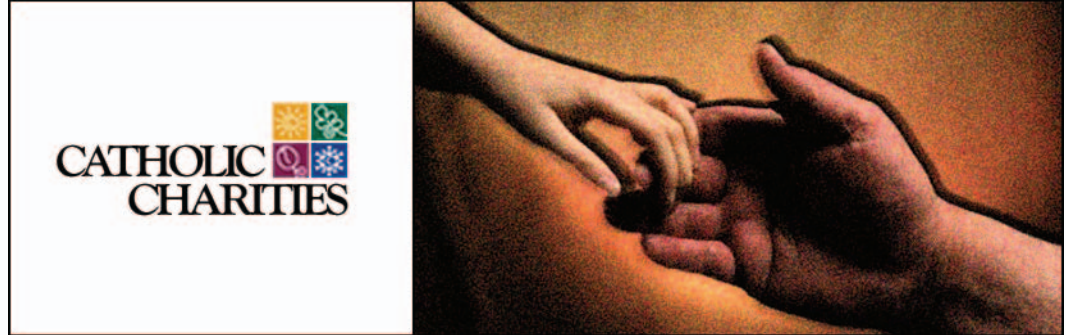
600

Key Benefits

- * Lower administrative costs, including staffing
- * Updates and upgrades completely managed by Ultimate Software
- * HR-related information accessible from any Web browser

"In business, sometimes people need to be out of the office—whether it's due to an illness, a vacation, a business meeting, or for staff to catch up on work from home without interruptions. UltiPro's Software-as-a-Service keeps our payroll running continuously, regardless of where my team and I happen to be."

Laurie Domiano
Payroll Supervisor
Catholic Charities of Buffalo



Company Profile:

Catholic Charities of Buffalo is the most comprehensive direct human service provider in Western New York, supporting 160,000 people each year at 53 locations across all eight counties. Founded in 1923, Catholic Charities also provides, without regard to religious affiliation, comprehensive counseling services for children and families, anti-domestic violence programming and emergency services, and other social and mental health services.

The Challenges:

Catholic Charities of Buffalo had been using an in-house solution for many years. Because it needed to keep its administrative costs, including staffing, at a minimum, Catholic Charities was encountering a problem on its technical side. With an IT department consisting of one full-time employee and an assistant, the nonprofit often experienced delays in installing updates. In addition, Catholic Charities had server issues because its equipment was not state-of-the-art and had little memory or storage space.

The Solution:

In July 2004, Catholic Charities of Buffalo began using Ultimate Software's UltiPro with Software-as-a-Service (SaaS) delivery. Since implementation, the organization has moved its existing IT equipment to other areas of the agency and is enjoying a range of business benefits.

By paying on a per-employee-per-month basis with SaaS, Catholic Charities can easily budget for its expenses and has eliminated the fees associated with the licensed model's recurring maintenance.

Upgrades and updates that were previously time-consuming for the charity's small IT department are now handled seamlessly by Ultimate—without an interruption in service and without the need for costly and more technologically advanced equipment.

SaaS has also given the payroll department the freedom to access information from any location with a Web browser. That capability allows employees to work from home, when necessary, while still accomplishing their goals.

“UltiPro's SaaS lets us take advantage of UltiPro's feature sets, including processing an entire payroll, from any remote location with a Web browser,” said Laurie Damiano, payroll supervisor for Catholic Charities of Buffalo.

“I now can accomplish in two hours from home what would normally take me two days in the office. Processing payroll with SaaS is fast, and we have the flexibility to do what we need to do, regardless of how and where we do it.”