

Catholic Charities of Buffalo

Achieves Higher Levels of Business Agility with UltiPro and SaaS



Company Profile:

Catholic Charities of Buffalo is the most comprehensive human service provider in Western New York, supporting 160,000 people each year at 53 locations across all eight counties.

Founded in 1923, this nonprofit organization also provides, without regard to religious affiliation, comprehensive counseling services for children and families, anti-domestic violence programming and emergency services, as well as a wide range of 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 comprised of one full-time employee and one 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 UltiPro with SaaS delivery. Since activation, the organization has moved its existing IT equipment to other areas of the agency and now is enjoying a range of business benefits.

By taking advantage of per-employee-per-month pricing with SaaS, Catholic Charities now can easily budget for its expenses and has eliminated the recurring fees associated with system maintenance.

By selecting cloud delivery, the nonprofit has moved workforce information from expensive on-premise systems to Ultimate Software's secure data centers, which allows customers to quickly access their HCM platform via ordinary Web browsers and to save considerable costs when from running and maintaining an on-site application.

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

Ultimate
SOFTWARE
People first.

The Customer

Catholic Charities of Buffalo

Industry

Nonprofit/Social Services

Number of Employees

550

Key Benefits

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

Cloud-based UltiPro has also given the organization's payroll department the freedom to access information from any location. This flexibility allows employees to work from home, when necessary, while still accomplishing their goals.

"SaaS provides us with the full range of UltiPro's advantages, including processing an entire payroll from any remote location with a Web browser," said Laurie Domiano, payroll supervisor for Catholic Charities of Buffalo.

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

"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," said Domiano.

"Ultimate's cloud technology keeps our payroll running continuously—regardless of where my team and I happen to be."



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Laurie Domiano
Payroll Supervisor
Catholic Charities of Buffalo

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