

## The Customer

Chesapeake Utilities Corporation

## Industry

Services

## Number of Employees

430

## Key Benefits

- \* Alleviated the IT department's responsibility for system upgrades, maintenance, and backups
- \* Simplified the company's adherence to Sarbanes-Oxley
- \* Experienced financial value that will lead to a quick payback

"Software-as-a-Service has been great from a functional, strategic, and financial perspective. I wish all the software we work with was as easy to use."

**Janice Thompson**  
Payroll Specialist  
Chesapeake Utilities Corporation



## Company Profile:

Chesapeake Utilities Corporation's core business is the regulated distribution and transmission of natural gas in central and southern Delaware, on Maryland's Eastern Shore, and parts of Florida. In addition, through unregulated subsidiaries, the company conducts operations in propane distribution and wholesale marketing, advanced information services, and other related services in the U.S. and internationally.

## The Challenges:

Chesapeake's IT department needed to add more strategic value to the organization. However, the company didn't want to invest resources in the IT controls required for an HR solution in order to stay in compliance with Sarbanes-Oxley (SOX). So the utility decided to outsource maintenance of its internal systems and IT functions so that its staff would have more time to focus on core competency projects while staying compliant.

## The Solution:

After much evaluation, the company selected UltiPro with Software-as-a-Service (SaaS) delivery. UltiPro provides Chesapeake Utilities with a flexible, robust feature sets for HR-related processes, and Ultimate Software fully handles the IT responsibilities for the software, including updates, upgrades maintenance, and more—including the security and backup responsibilities associated with employee information and SOX compliance controls.

Since Ultimate Software has obtained certification through the Statement on Auditing Standards (SAS) No. 70, Chesapeake Utilities was confident that Ultimate had undergone an in-depth audit of its control activities related to information technology and had adequate controls and safeguards in place for storing and processing customer data.

"When our auditors informed our company of the resources it would take to adhere to SOX requirements for in-house IT administration of our HRMS, we investigated the costs and then found it made financial sense to use Ultimate's SaaS rather than take on the responsibilities ourselves," said Janice Thompson, payroll specialist, Chesapeake Utilities. "With SaaS, Ultimate Software oversees the tape backups, necessary testing, and other IT elements that Sarbanes-Oxley expects companies to have in place."

With SaaS, Chesapeake Utilities' IT department has become less infrastructure-focused. The team has become organizational leaders, driving change and adding strategic business value to the organization. Rather than supporting an HR/payroll system, IT now spends its time evaluating companywide system needs and managing core business applications, such as Chesapeake's billing system, which is at the heart of the organization.

Financial benefits with SaaS have provided another victory for Chesapeake by delivering a fast return on the company's initial investment in UltiPro. Chesapeake Utilities expects payback in a little more than 12 months.

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