

The Customer

City of Ann Arbor

Industry

Services/Public Administration

Number of Employees

1,000

Key Benefits

- * Created more than \$1 million in soft- and hard-cost savings over a five-year period
- * Enabled HR team and managers to operate more strategically
- * Migrated from manual processes to electronic transactions with built-in workflow

“By automating our entire human capital management program with Ultimate Software’s end-to-end, unified solution, we anticipate the soft- and hard-cost savings to total approximately \$1 million over five years.”

Richard Martonchik

Manager of Human Resources Operations
City of Ann Arbor



Company Profile:

The City of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for its citizens through the intelligent use of its resources while valuing an open environment that fosters fair, sensitive, and respectful treatment of all employees and the community served.

The Challenges:

The City of Ann Arbor was using a traditional financial program for payroll and basic human resources tasks, but the solution required manual reconciliation, lacked sophisticated reporting capabilities, and burdened internal IT teams who were responsible for system maintenance.

The Solution:

In November 2006, city leaders selected UltiPro delivered through Software-as-a-Service (SaaS) to resolve these shortcomings, streamline HR processes, enable its human resources team to function more strategically, and reduce reliance on paper.

Comparing the hard operating costs of its previous methods to UltiPro with SaaS delivery, the municipality is on its way to saving approximately \$540,000 over a five-year period. In that same timeframe, the organization hopes to achieve another \$500,000 in soft-cost savings by using UltiPro.

“We’ve changed our approach to information technology so that our IT team functions at a higher level—managing core business projects rather than writing code or running reports. Since SaaS does not require dedicated IT staff, servers, or a software license, we’ve been able to free our IT resources and remove related expenses from our budget,” said Richard Martonchik, manager of human resources operations for the City of Ann Arbor.

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Although Martonchik and his team have experienced many of the practical administrative benefits of UltiPro, the advantages have been across the organization. For example, with UltiPro Recruitment, applicants can submit applications online rather than visiting the office and requiring assistance from HR associates. With the UltiPro career portal, communication is electronic, including a series of online assessments that candidates can complete at their convenience.

Collecting applications and assessment results online gives hiring managers and recruiters fast and complete details on candidates, and the city's time-to-hire is improving as its pool of applicants continues to grow.

Because this information is centralized in UltiPro, the HR team can generate reports to evaluate the talent acquisition process and track metrics, such as the organization's most effective recruiting methods and their costs. With these capabilities and increased efficiencies, the HR team and managers are operating more strategically and positively impacting the whole organization.

"We want our HR team to function like business consultants to city leaders, offering valuable insights and direction on issues, like recruiting and retaining a high-performance workforce, rather than tactical staff who manage forms and input data," said Martonchik.

"With its extensive human resources and reporting functionality, UltiPro has elevated our HR team so they can make a difference in the quality of people we hire and the kind of strategic information they share with upper-level management."

UltiPro's Web feature set is a significant source of efficiency because companies can transform manual processes into electronic transactions with built-in workflow. UltiPro's workflow automatically routes relevant details to approvers or those who need to be "in the know" without interdepartmental mail, phone calls, or forms. With UltiPro, no steps are skipped, and everyone involved is included without relying on HR to move and track paperwork and process flow.

For talent acquisition, attendance tracking, and other cumbersome operations, reductions in paper can be significant, saving time and money while creating a more environmentally sustainable business.

"The City of Ann Arbor has a strong environmental initiative, and Ultimate's online self-service for managers and employees, recruitment, and time and attendance have helped us support that cause because we can use a secure Web browser accessible from anywhere at any time for these functions," said Martonchik.

"The City of Ann Arbor has decreased the costs and efforts associated with volumes of paper, and we expect even more shifts to paperless processes moving forward with UltiPro."