

The Customer

Community Coordinated Care for Children, Inc. (4C)

Industry

Nonprofit

Number of Employees

350

Key Benefits

- * Reduces need for internal IT resources, maintenance, and support
- * Delivers a cost-effective, predictable pricing structure that does not strain cash reserves
- * Provides report generation that is quick, easy, and accurate

“As a not-for-profit agency, we have an immense client workload with limited staff, so we need to be frugal with operational expenses. By using UltiPro’s SaaS solution with per-employee-per-month pricing, we are saving precious administrative staff time and have avoided depleting our cash reserves.”

Dianne Kramer

Payroll Administrator
Community Coordinated Care
for Children, Inc.



Company Profile:

For more than 40 years, Community Coordinated Care for Children, Inc. (4C) has been a trusted resource for families and children in seven counties throughout Florida. The private, nonprofit organization works to empower the community by developing, coordinating, and strengthening child-care programs. As the designated child-care resource and referral agency for the Department of Children and Families District 7A, the agency provides referrals to all families in its regions and administers child-care assistance funds and purchasing services from a range of private agencies and child-care providers.

The Challenges:

4C had been using an outdated HRMS that lacked the level of customizable business intelligence tools in order to easily manage its frequent and complex reporting for governmental compliance. The biggest challenge was finding a system that fit 4C’s tight budget constraints and required minimal IT involvement, as 4C has only two people on its IT staff.

The Solution:

After an extensive search, 4C decided upon Ultimate Software’s UltiPro® with Software-as-a-Service (SaaS) delivery. This end-to-end, unified solution is easing 4C’s rigorous requirements for reporting, and does not require additional support from the organization’s IT staff. Because Ultimate’s SaaS requires less upfront costs than a software license, this method of delivery fulfilled the nonprofit’s need for a reduced upfront investment.

Managed by Ultimate at its state-of-the-art data center, UltiPro’s SaaS provides 4C with the convenience of outsourcing IT functions and the control of an in-house payroll and employee management solution. Now, 4C is not allocating its IT resources to support its HRMS because SaaS delivery provides a complete system package, including hardware, software, IT support, implementation, backups, upgrades, and system maintenance.

With SaaS, 4C has access to Ultimate’s technical engineers at any time and receives immediate assistance with any questions.

Because system upgrades and maintenance are handled by Ultimate and conducted on weekends, 4C experiences no disruption to daily business operations. The result is that 4C's staff can immediately leverage the latest functionality and avoid interruptions to daily tasks.

As a nonprofit organization, 4C must be extremely diligent about controlling operational expenses that dip into its cash reserves. By choosing SaaS with its per-employee-per-month pricing, 4C did not have to provide an upfront license purchase or a significant initial investment. The company is now benefiting from a predictable payment schedule and the ability to greatly enhance its HR/payroll processes without depleting its capital funds.

Because of the nature of its business and nonprofit status, 4C is required to provide monthly reports to government agencies that detail payroll allocations to various awarded contracts. By taking advantage of UltiPro's business intelligence functionality, the organization can create and deliver complicated reports within minutes, freeing its HR payroll staff to concentrate on other administrative duties.

Another feature with 4C's UltiPro and SaaS delivery is the ability to track Occupational Safety and Health Administration (OSHA) requirements and training courses—an important function because employees must participate in certain training programs to keep their accreditation status. Accredited through the Council on Accreditation (COA), 4C uses UltiPro's training feature to monitor employee participation and generate training reports to maintain its status.

“Ultimate Software has provided us with an affordable solution that eases our administrative concerns and has allowed us to invest our resources in what we do best: helping children,” said Dianne Kramer, payroll administrator for 4C.