

## The Customer

CORT Services

## Industry

Services

## Number of Employees

2,500

## Key Benefits

- \* Redirected time and resources to key business projects
- \* Reduced payroll full time equivalents by 50%
- \* Simplified benefits enrollment process, making it is easy and efficient for employees

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**Debbie Lansford**  
Chief Financial Officer  
CORT



## Company Profile:

For more than 35 years, CORT has been the nation's leading provider in rental furniture for offices and homes. The company supports transitions, from recruitment to relocations, by helping businesses rapidly establish offices, relocate employees, and contain costs. CORT has established the world's most extensive global network of furniture rental partners in more than 50 countries. CORT is on the General Services Administration (GSA) schedule, has more than 2,500 employees, and has locations in every major U.S. market.

## The Challenges:

Before implementing UltiPro, CORT took a multi-application approach to its HR management by using an enterprise resource planning (ERP) vendor for HR, a service bureau for outsourced payroll service, and a manual, in-house process for time and attendance. The assorted systems were both inefficient and expensive.

## The Solution:

Now with UltiPro, CORT has one unified system to handle its HRMS processes, including payroll, benefits administration, online benefits enrollment, and time and labor management. This comprehensive scope of HR feature sets is resulting in even greater gains than expected.

Since going live on UltiPro with Software-as-a-Service (SaaS) delivery in July 2006, CORT's IT team is now focusing its time and resources to key business projects. With SaaS, Ultimate Software handles the full responsibility for hardware, software, system maintenance, and upgrades.

“To accommodate our industry's specific needs, we developed some of our own software for activities critical to running our business, like inventory management. When we were considering potential HR solution providers, we wanted to ensure that our IT team would not have to support our new HRMS and could focus on our core business applications,” said Debbie Lansford, CFO for CORT.

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Another decision-driver in selecting UltiPro was its range of tools for time management. Before UltiPro, employee hours were collected manually by managers and forwarded to their supervisors. After obtaining necessary approvals, the hours and rates were entered on spreadsheets and funneled to a half-dozen offices, where they were compiled for payroll. Because information was passed from person to person, the process was time-consuming, confusing, and error-prone.

“The most important benefit of UltiPro is how it has made processes easier on our field managers, who spend much less effort managing employee time records. They can log in and see their team’s year-at-a-glance attendance, or a manager can drill down to study a specific individual’s data. Since sick and vacation time are submitted online, managers give approvals in seconds and can conveniently cross-reference requests against paid-time-off balances,” said Eileen Buckley, payroll manager for CORT.

“We used to have 12 people working on payroll. Using UltiPro for human resource management, payroll processing, and time management, we have cut that number in half. Everything is automated and centralized, and better reporting is available,” added Buckley.

Another detail-intensive challenge is streamlining open enrollment for benefits. Before UltiPro, CORT’s HR team traveled to each location during benefits enrollment, distributed information, answered employee questions, collected the hand-written forms, and brought them back to the main office. Field staff would then fly in to the headquarters in Fairfax, Virginia to help input benefits changes and complete the cumbersome project.

“With UltiPro, benefits enrollment is easy for our employees and efficient for our HR team,” said Buckley. “Employees log in and can update their benefits choices on their own. Because they are responsible for entering their personal selections through self-service, there are fewer opportunities for error. There is no need for anyone to travel anywhere or try to interpret hand-written forms. UltiPro has made open enrollment so much better—it’s like day and night in comparison to our old approach.”