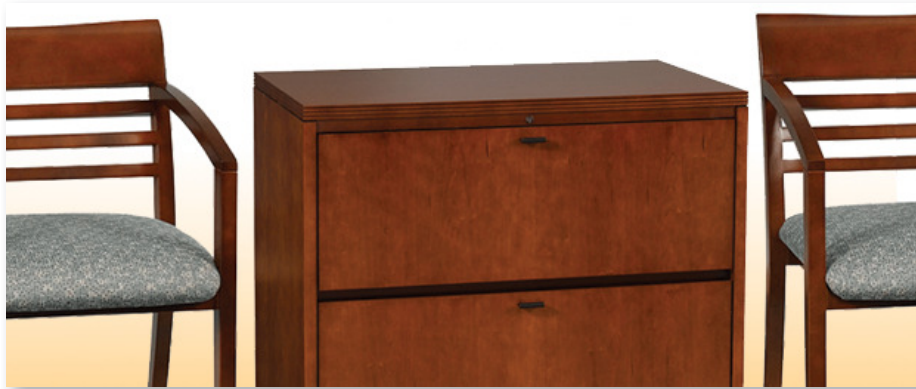


CORT Business Services

Unifies HCM, Elevates Business with Cloud-Delivered UltiPro



Company Profile:

For the past 40 years, CORT has been a leading provider in rental furniture and has provided services to more than 80% of the Fortune 500 companies and more than 75 federal government agencies. CORT is a Berkshire Hathaway company and has offices in every major U.S. market and a global furniture rental network of affiliates in more than 50 countries.

The Challenges:

Previously, 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 end-to-end solution to handle its HCM processes, including payroll, benefits administration, online benefits enrollment, and time management. This comprehensive scope of functionality is resulting in even greater gains than expected.

Since going live on UltiPro with 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," said Debbie Lansford, chief financial officer for CORT Business Services.

"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."

"By selecting UltiPro with SaaS, we did not have to make a large capital investment in a software license. It really makes good business sense to let Ultimate handle the upgrades, system maintenance, and the hardware while we concentrate on our business."



The Customer

CORT Business 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

Another decision-driver for CORT in selecting the UltiPro solution was its range of tools for time management.

Previously, 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.

“One of the most important benefits of UltiPro is how it has made processes easier on our field managers, who spend much less effort managing employee time records,” said Eileen Buckley, payroll manager for CORT Business Services.

“With UltiPro, 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.”

“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 by 50%. Everything is automated and centralized, and better reporting is now 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.”



“By selecting UltiPro with SaaS, we did not have to make a large capital investment in a software license. It makes good business sense to let Ultimate Software handle the upgrades, maintenance, and the hardware while we concentrate on our business.”

Debbie Lansford
Chief Financial Officer
CORT

CALL US: 1.800.432.1729
www.ultimatesoftware.com