

## The Customer

Culligan International

## Industry

Manufacturing

## Number of Employees

2,400

## Key Benefits

- \* Fast and efficient 90-day implementation
- \* Centralized global payroll operations that resulted in greater cost savings
- \* Enhanced, streamlined reporting capabilities

“By centralizing our payroll, Culligan can manage compensation more efficiently. UltiPro gives me the control and tools I need to do my job well, including preparing reports for day-to-day, compliance, and business intelligence analysis.”

**Angie Galanis**  
Payroll Director  
Culligan International



## Company Profile:

For more than 70 years, Culligan has led the way in water-treatment technology, providing the most advanced products and solutions for the world's water problems. The company is dedicated to delivering high-quality water solutions that will improve the lives of its customers. Today Culligan International offers the most technologically advanced, state-of-the-art water filtration products available, such as water softeners, water-filtration systems, drinking-water systems, and whole-house filtration systems. In addition to its status as one of the world's leading companies in water-treatment technology, the company features a network of more than 800 Culligan dealers in over 90 countries.

## The Challenges:

A customer with Ultimate Software since 2005, Culligan International was pleased with the solution and services for managing human resources and payroll processes for its 1,600 U.S.-based employees. However, Culligan was using a service bureau that handled payroll operations for Culligan's 800 Canadian employees. The decentralization of its administrative processes, combined with the service bureau's inadequate functionality and poor reporting tools, created headaches and extra hours for the human resources and payroll staff at Culligan's world headquarters in Chicago. The HR/payroll team needed a unified solution that would centralize its HR operations, streamline global reporting, provide self-service capabilities, and deliver end-to-end functionality for cross-organizational efficiencies.

## The Solution:

After an on-time, on-budget implementation, Culligan International went live on UltiPro in July 2007.

UltiPro handles all aspects of Canadian human resources and payroll, such as managing new hires, rehires, salary changes, job changes, organization changes, terminations with Canada-specific fields, such as Social Insurance Number (SIN) and mandatory employer/employee reports required by Canada and its provinces.

UltiPro processes payroll in Canadian dollars including the calculation of earnings, deductions/benefits, and taxes, including Canada/Quebec Pension Plan contributions and Employment Insurance premiums, according to Canadian federal and provincial regulations. After a successful implementation that was completed in less than three months, Culligan is now enjoying the benefits of having a single provider for both its employee-focused administrative operations in the U.S. and Canada.

“Ultimate’s implementation team was knowledgeable and efficient and made sure we dotted our ‘I’s and crossed our ‘T’s. They were very thorough and easy to work with, ensuring that deadlines were met,” said Angie Galanis, payroll director for Culligan International. “The implementation went very smoothly, and we are very excited about having one vendor that handles both our Canadian and U.S.-based HR and payroll processes.”

By eliminating the need for a separate payroll for Canadian employees, Culligan reduced headcount by five full-time equivalents—significantly cutting costs and simplifying its HR and payroll processes. With Ultimate, Galanis has a single point-of-contact to call with questions, and she knows she can rely on immediate assistance.

“By centralizing our payroll, Culligan can manage compensation more efficiently,” said Galanis. “UltiPro gives me the control and tools I need to do my job well, including preparing reports needed for day-to-day, compliance, and business intelligence reporting.”

Companies who use UltiPro can run hundreds of standard reports, including ROE, headcount, average salary trends, PIER, general ledger, and performance reviews. Reports are pulled down in real-time and can be immediately delivered to executives and managers over the Internet.

“With our previous provider, reporting was very limited and was not point-in-time,” said Galanis. “It’s great to have such a complete library of reports available to us with UltiPro.”

Galanis and Culligan’s HR/payroll team also are leveraging Ultimate’s Software-as-a Service (SaaS) delivery for both its U.S.-based and Canadian employees. This on-demand model gives users the in-house control and flexibility that comes with UltiPro without the worries about handling system maintenance or upgrades.

For companies that select SaaS, Ultimate oversees all the hardware, software, and IT responsibilities related to UltiPro, allowing IT staff to focus on core business projects.

“Ultimate Software’s SaaS allows us to have the best of both worlds—in-house control of our workforce information with the convenience of outsourcing the technical side of the solution,” Galanis said.