

Culligan International

Centralizes North American HR/Payroll with UltiPro®



Company Profile:

Culligan has been recognized as the world leading innovator and provider of filtration systems for nearly 75 years. Headquartered in the Chicago area, Culligan maintains offices in 11 countries, dealers and licensees in more than 90 countries, and a network of more than 700 franchise and company-owned dealers across North America.

Culligan is also a founding member of the Water Quality Association and contributing donor to the Water Quality Research Foundation, the research arm of the water quality improvement industry.

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 payroll 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 comprehensive HCM 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 activation, 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.

Ultimate
SOFTWARE
People first.

The Customer

Culligan International

Industry

Manufacturing

Number of Employees

2,400

Key Benefits

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

The UltiPro solution processes payroll in Canadian dollars, including the calculation of earnings, deductions/benefits, and taxes, as well as Canada/Quebec Pension Plan contributions and Employment Insurance premiums, according to Canadian federal and provincial regulations.

After a successful activation 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 Software’s activation team was knowledgeable and efficient, and made sure we dotted our ‘I’s and crossed our ‘T’s. The team was very thorough and easy to work with, ensuring that deadlines were met,” said Angie Galanis, payroll director for Culligan.

“The deployment 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 a separate payroll for Canadian employees, Culligan reduced headcount by five full-time equivalents—significantly cutting costs and simplifying its processes for HR and payroll.

With Ultimate Software, Galanis also has a single point-of-contact to call with questions, and she knows she can rely on immediate assistance.

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

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, cloud platform gives users the in-house control and flexibility that comes with UltiPro without the worries about handling system maintenance or upgrades. Ultimate Software oversees all the hardware, software, and IT responsibilities related to UltiPro, allowing IT staff to focus on core business projects.

“UltiPro 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.



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Angie Galanis
Payroll Director
Culligan International

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