

The Customer

Delta Sonic Car Wash Systems, Inc.

Industry

Retail

Number of Employees

3,500+

Key Benefits

- * Reduced administrative staff
- * Redirected staff to strategic assignments
- * Improved reporting

“The bottom line is that we’ve been able to reduce administrative headcount because of the efficiencies UltiPro provided our business.”

Tammy Johannes

Payroll Manager
Delta Sonic Car Wash Systems, Inc.



Company Profile:

In 1967 in Niagara Falls, New York, Delta Sonic Car Wash Systems, Inc. became known as the “kissing clean car wash” because of the care that each car received. The company built its own soap and manufacturing plants, so it would have just the right ingredients and equipment. Delta Sonic’s mission was to create the gentlest, safest, most thorough car wash system ever developed. After years of hard work, the company designed the Touch-Less Car (TLC) Wash. With this revolutionary wash, no spinning brushes touch the car’s exterior. The spinning cloth brushes are replaced with special sprays of water and lotions and an overhead buffing cloth gets the car cleaner than ever.

The Challenges:

Delta Sonic had been using a payroll service bureau that couldn’t address the company’s complex needs for payroll and reporting. The car wash has a fluctuating workforce with employees who often work in multiple jobs in different profit centers, receive tips that may require makeup pay, and must be paid bonuses and commissions. Managing compensation for employees in 28 car washes, detail shops, lube shops, and convenience stores, Delta Sonic’s payroll staff previously spent hours each week on manual data entry, payroll calculations, and reporting. When the team would receive hourly information from the different locations, they had to break it out by hand, by job, and by location and then apply the appropriate wage rate for each job. Other calculations, such as figuring makeup pay for tipped employees and bonuses, would have to be completed manually as well. Delta Sonic hoped that implementing a new HRMS would improve its processes, help reduce its administrative staff, and redirect efforts to strategic assignments.

The Solution:

In January 2003, Delta Sonic Car Wash Systems began using Ultimate Software’s UltiPro. Now, instead of spending time manually entering data, the HR/payroll team focuses on strategic projects that bring more value to the department and to the company.

For instance, the staff began cross-training in order to more effectively address manpower changes or emergencies when necessary. Because UltiPro has fostered an environment of strategic decision-making, the auto retailer is proactively addressing potential problems rather than waiting until major issues arise.

“In the past, it seemed like we were always putting out fires because we just didn’t have the time to delve into some of the nitty-gritty details of our business. Because UltiPro simplified our payroll, we can focus on providing quality service to our company and to employees rather than servicing the service bureau,” said Tammy Johannes, payroll manager for Delta Sonic.

Another example of improved efficiencies is in the area of report generation. Before UltiPro, Delta Sonic’s payroll team had difficulty finding the workforce data it needed. Delays while waiting for facts from the service bureau frustrated both the payroll department and the executive staff who were requesting information.

Now, Delta Sonic has immediate, real-time access to earnings and other payroll details, compliance numbers, headcount reports, and a variety of business intelligence data that meets the needs of both the payroll group and company leadership. Each week, for example, Johannes runs a report within minutes that summarizes productivity indicators of the company’s locations—a document that previously took hours to prepare.

“I run reports from UltiPro literally every day, and they’re invaluable. Most of the time, I just need to change the date fields and the documents are ready to go. I feel good that I’m able to provide my boss and other executives with detailed and current information they need to make decisions,” said Johannes.