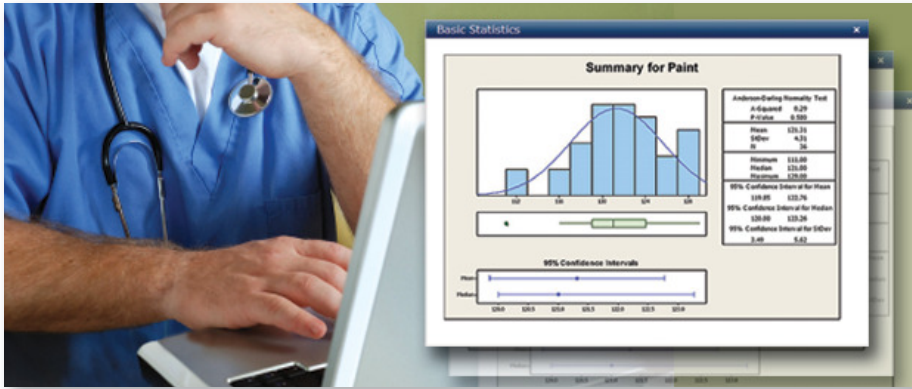


# eClinicalWorks

Manages Rapid Expansion with UltiPro Workplace



## Company Profile:

eClinicalWorks is a privately held, leader in ambulatory clinical solutions. Its solutions extend the use of electronic health records beyond practice walls with the latest technologies and create community-wide records.

The company has an established customer base of more than 55,000 providers and 250,000 plus medical professionals across all 50 states.

eClinicalWorks is a highly decorated technology company, winning numerous awards over the years, including numerous TEPR awards and being named among Inc. Magazine's 500 list of the fastest-growing private companies.

## The Challenges:

The federal government has invested several billion dollars to help doctors, hospitals, and other medical agencies convert from paper to electronic medical records.

As a result, the healthcare industry has increasingly turned to the eClinicalWorks solutions for a unified EMR and practice management system. To manage its accelerated growth, the company began searching for a new HR and payroll system in 2008.

## The Solution:

"As we prepared for growth, we were looking for a business relationship that would keep pace with our company," said Diane Burrows, HR director for eClinicalWorks.

"We selected UltiPro Workplace in October 2008, and we were activated quickly—within seven weeks. Now we are enjoying a range of benefits through automated, online processes for people management. Plus, we can expand our workforce without significantly increasing expenses."

With UltiPro, eClinicalWorks has given associates quick access to see their compensation history, benefits information, and other personal HR/payroll details.

There are no telephone calls, emails, or visits to the human resources department—allowing the HR team to significantly increase its efficiency.

**Ultimate**  
SOFTWARE  
People first.

## The Customer

eClinicalWorks

## Industry

Healthcare/Services

## Number of Employees

1,050

## Key Benefits

- Web portal that allows HR to significantly increase its efficiencies and provide better service to employees
- Streamlined capabilities for talent acquisition and employee management
- Quick activation—within seven weeks

For example, eClinicalWorks has a segment of its workforce comprised of IT professionals who have H-1B visas. These employees need paystubs each time they leave the country. With UltiPro, personnel with work visas can get their historical paychecks in seconds.

“People really enjoy being able to get information on their own, and we like that we are providing a service to our employees while simultaneously freeing up our HR team to focus on more strategic projects,” said Burrows.

“After an announcement earlier this year about our plans for growth, we received 1,000 resumes in three weeks, so we definitely can use the time saved to focus on tasks for talent acquisition.”

To help manage its expanding labor force, eClinicalWorks also deployed UltiPro’s feature for recruitment.

The company’s HR team now can quickly review hundreds of applicants, evaluate each candidate’s history, and electronically send relevant information to hiring managers without delays or concerns about confidentiality.

“UltiPro has streamlined communication with potential new employees by automatically informing applicants when a resume has been received, an interview is requested, or follow-up information is needed,” said Burrows.

“Built-in workflow accelerates the hiring process, and because Ultimate provides a centralized platform, employees can be hired without duplicate data entry.”

To help control costs, UltiPro enables HR staff to track the source of each resume to measure the success or failure rate of recruitment dollars.

HR teams can evaluate a range of business intelligence and analytics, including time-to-hire, cost-per-hire, job-opening statistics, effectiveness rates from applicant sources, employee referrals, and productivity.

UltiPro includes hundreds of configurable reports to help businesses evaluate trends, handle reporting requirements for legislative compliance, and rapidly respond to internal requests for information.

“With UltiPro, we immediately realized that we have so much more information at our fingertips than we ever had before,” said Burrows.

“We are so pleased to have real-time access to our employee information so that we now have a truly complete view of our workforce for forecasting, day-to-day reporting, and meeting the demands for regulatory compliance.”



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Diane Burrows  
HR Director  
eClinicalWorks

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