

The Customer

eClinicalWorks®

Industry

Healthcare/Services

Number of Employees

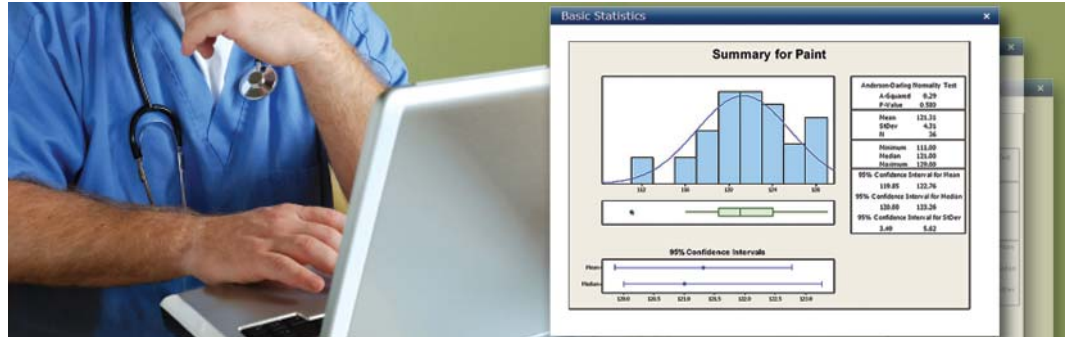
1,300

Key Benefits

- * Central 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 implementation—within seven weeks

“With UltiPro, we immediately realized that we have so much more information at our fingertips than we ever had before. I am so pleased to have real-time access to our employee information so that, as we grow, we now have a complete view of our workforce for forecasting, day-to-day reporting, and meeting the demands for regulatory compliance.”

Diane Burrows
HR Manager
eClinicalWorks



Company Profile:

eClinicalWorks is a privately held leader in the ambulatory clinical systems market. The company provides unified electronic medical record (EMR) and practice management solutions for large practice groups, including Massachusetts eHealth Collaborative, Electronic Health Records of Rhode Island, and the New York City Department of Health and Mental Hygiene as well as medium, small, and solo practices regardless of specialty. With a customer base of more than 25,000 providers across all 50 states, eClinicalWorks has been awarded multiple top industry honors, including its being named to the Inc. 500 in 2008 and 2007, and a top solution by TEPR for four consecutive years. Based in Westborough, MA, eClinicalWorks has additional offices in New York City and Alpharetta, GA.

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 readied ourselves for growth, we were looking for a business relationship that would keep pace with our growing company,” said Diane Burrows, HR manager for eClinicalWorks.

“We selected UltiPro Workplace in October 2008, and we were up and running quickly—within seven weeks. Now we are enjoying a range of benefits through automated, online employee management processes. Plus, we can now expand our workforce without significantly increasing our expenses for human capital management.”

With UltiPro’s central Web portal, eClinicalWorks has given the company’s associates online 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.

For example, eClinicalWorks has a segment of its workforce comprised of IT professionals who have H-1B visas. These employees need their 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 I 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 I definitely can use the time saved to focus on talent acquisition tasks.”

To help manage its expanding labor force, eClinicalWorks also recently implemented UltiPro’s feature set 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 UltiPro is a unified end-to-end solution, 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 also evaluate time-to-hire, cost-per-hire, job-opening statistics, effectiveness rates from applicant sources, employee referrals, and productivity reports. 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 Workplace, we immediately realized that we have so much more information at our fingertips than we ever had before,” said Burrows. “I am so pleased to have real-time access to our employee information so that, as we grow, we now have a truly complete view of our workforce for forecasting, day-to-day reporting, and meeting the demands for regulatory compliance.”