

First Horizon

Boosts Efficiencies and Employee Communication with SaaS



Company Profile:

First Horizon National Corporation is a premier financial services company with a long history of success and traditions dating back to 1864.

The company, one of the largest bank holding companies in the U.S., is known for exceptional customer service and a deep commitment to its customers and its employees. Its team of more than 5,000 employees, working across the U.S. and abroad, serves more than 460,000 consumer customers and 55,000 businesses.

First Horizon has been recognized as one of the best employers in the U.S. by AARP and Working Mother magazines.

The Challenges:

Before UltiPro, First Horizon had been using an in-house system that did not include the Web-based functionality and consistent performance the company needed. The company also wanted a solution that could grow with its organizational expansion.

After careful evaluation, First Horizon's executive and management teams selected Ultimate Software's UltiPro solution delivered through Software-as-a Service (SaaS).

This delivery model allows First Horizon the flexibility to pay for the functionality it needs rather than purchase an expensive solution with features that the company wouldn't need or use.

The Solution:

First Horizon went live on UltiPro in 2002, and employees and managers in 800 locations can quickly access and update information—removing the burden of time-taxing data entry from the HR/payroll staff.

With UltiPro's feature for self-service, First Horizon's workforce can view individual payroll, HR, and benefits information as well as update personal details or make benefits choices during open enrollment.

Managers also can explore employee information, such as leave time, job history, or compensation—without phone calls or emails to HR.

Ultimate
SOFTWARE
People first.

The Customer

First Horizon

Industry

Financial Services

Number of Employees

5,600

Key Benefits

- 24-7 access to HR/payroll details for employees and managers in 800 locations
- Streamlined capabilities to review and update staff details without phone calls or emails to HR
- Increased accuracy and decreased expenses for HR reporting—saving more than \$40,000 annually on mailing costs alone

“The UltiPro portal has allowed my staff to move away from tactical activities, such as changing an employee’s direct deposit information or looking for an employee’s review date. Now they spend more time dealing with larger issues. Plus they can simply serve more people because they are not caught up in minutia,” said Karen Sones, senior vice president of operations and systems for First Horizon.

“By serving as our central, online location for employees to view payroll information, UltiPro assisted us in migrating to a paperless payroll, and now we are saving \$40,000 annually in mailing costs alone.”

Another benefit of UltiPro is its ability to automate payroll and audit reports.

The bank has many employees who provide mortgage services to customers. These employees may receive a salary plus commission or be paid on commission alone. They are also assigned pre-tax marketing expense accounts that must be maintained, replenished, and tracked.

Another special characteristic is that mortgage employees who are paid monthly must have the employee-paid portion of their benefits deducted biweekly. Ultimate Software partnered with First Horizon to automate many of these processes.

“UltiPro enabled us to streamline many processes that used to be manual and make these more accurate. Audit reports created in UltiPro add another check and balance—and we don’t need a team of programmers to write reports,” said Sones.

UltiPro’s ease-of-use has helped First Horizon’s staff reduce training costs and accomplish tasks quickly.

Sones reports that her team in the HR call center requires little formal instruction to become proficient in answering questions related to benefit plan participation, job-related information, or individual paycheck details.

Call center specialists can move through UltiPro to find answers immediately and then respond quickly to employee inquiries.

In addition, First Horizon has automated its benefits enrollment process. Approximately 98% of its employees have enrolled online for benefit programs. No special training is required, and all benefits provisioning is conducted even before the employee’s first day at work—saving hundreds of hours of manual processing of paper forms.

“We appreciate UltiPro’s intuitive design. There’s a practical logic about its navigation, so it’s relatively easy to locate information or complete a process even if one of us hasn’t done it before,” Sones added.

“This ease-of-use plays an important role in efficiency and productivity gains because our users can operate the solution independently and quickly. It’s an important component in helping us provide the best possible service with the lowest possible headcount.”



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Karen Sones
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