

First Volunteer Bank

Achieves Fast Access to HCM Analytics with UltiPro Workplace



Ultimate
SOFTWARE
People first.

Company Profile:

Initially established as Marion Trust and Banking in 1904, First Volunteer Bank has grown to a 22-branch organization focused on being the #1 multi-market community bank for Eastern and Middle Tennessee. The bank's mission remains the same today as it did in its inception: focus on the customer and the communities it serves.

The Challenges:

First Volunteer Bank previously relied on a payroll service bureau and its time management system. The range of challenges with this provider included service issues, inefficiencies, and functional barriers to consolidated workforce reporting.

First Volunteer's HR team also used disparate databases and systems to manage administrative processes. As a result, HR lacked the ability to address companywide needs for business intelligence, and the team relied on spreadsheets and manual calculations to deliver employee data to company leadership.

The Solution:

Because of his tenure in the industry, Don Griffin, director of human resources for First Volunteer Bank, knew that customer service was a major factor when investigating potential HCM solutions.

After diligently studying different support models and speaking with customer references, Griffin identified Ultimate Software's customer service as a major differentiator compared to other providers in the HCM industry.

"The primary difference between the previous payroll service bureau and UltiPro has to be customer service," said Griffin.

"The level of service that we receive from Ultimate Software is excellent—beginning with the person who initially contacted us about UltiPro and his caring for our business all the way through activation and use of the solution."

Businesses in the financial services industry are subject to audits and strict compliance guidelines, so it's critical that companies like First Volunteer have fast access to real-time HCM analytics.

The Customer

First Volunteer Bank

Industry

Financial Services

Number of Employees

250

Key Benefits

- Consolidates HCM data into one solution
- Quickly and easily delivers workforce metrics to executives
- Increases HR's strategic value to the business

UltiPro now provides the HR team with the tools to quickly and easily develop metrics that meet the bank's unique reporting requirements and that help executives monitor the overall business.

"With UltiPro, everything is under one umbrella. Whether the features are HR, payroll, time management, or recruitment, the solution is from one vendor and centralized in one place," said Griffin.

"We now have one central point of contact for everything that has to do with our HCM-related information. Plus, we are supported by the greatest customer service that we've ever experienced from an HR solution provider."

UltiPro also is helping First Volunteer's HR team deliver strategic value and increased productivity to the business.

"The payroll service bureau and its time management software didn't give us the capability to do anything other than using canned reports, and we had very little flexibility or opportunity to modify those reports. We were using a cluster of systems that were cumbersome, inflexible, and almost impossible to report from," said Griffin.

"Now, Ultimate's comprehensive HCM solution drives our processes for payroll, recruitment, and time management with full-blown, fully functioning reporting that immediately handles executive requests for employee information."



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Don Griffin
Director of HR
First Volunteer Bank

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