

# Grand Circle LLC

Elevates Global Operations for HCM with UltiPro



## Company Profile:

Established in 1958, Grand Circle Corporation is the leader in international travel, adventure, and discovery for Americans age 50 or older. Headquartered in Boston, the company has more than 35 offices throughout Asia, the South Pacific, Europe, the Americas, and Africa.

Through its brands Grand Circle Small Ship Cruises, Overseas Adventure Travel, and Grand Circle Travel, the company offers more than 80 small ship and land-based vacations worldwide.

## The Challenges:

Previously, the travel company was using a payroll service bureau but decided to make a change after problems with the service extended beyond the HR department.

## The Solution:

Grand Circle LLC selected UltiPro for its comprehensive functionality for global HCM as well as Ultimate Software's superior reputation for customer service.

"The experience with the payroll service bureau was really horrible. We had to audit every payroll because mistakes frequently happened and we were given no explanation for the errors. Sometimes there were embarrassing mistakes in paychecks, and we would have to talk to a half dozen people within the service bureau to address one problem," said Dean Ventola, director of people and culture for Grand Circle LLC.

"With UltiPro, things are very much the opposite. Our payroll and HR processes are running smoothly, we have 24-7 access to expert customer support, and our work is much easier and less stressful."

Grand Circle employs more than 500 employees in the U.S., approximately 300 employees internationally, and 1,500 seasonal employees located around the world.

Many multinational businesses are often hampered by a lack of even the most basic centralized reporting on their workforce. By consolidating global employee information with UltiPro, Grand Circle's HR team is now on the path to having a greater positive impact on its business.



## The Customer

Grand Circle LLC

## Industry

Hospitality/Services

## Number of Employees

500 to 1,500

## Key Benefits

- Global workforce information available in one centralized solution
- Range of cost efficiencies resulting from paperless payroll
- 24-7 access to expert customer support

The company is using UltiPro to handle HR, benefits, and payroll for its U.S. employees as well as track a range of workforce information worldwide, such as compensation, supervisor, title, and department, for its employees in 30 countries.

“It was very important for us to find an HCM solution with global capabilities,” said Ventola. “Although we have only scratched the surface of UltiPro’s power, we already are on the path to centralizing our global workforce information into one solution for instant reporting and then gaining deeper insight into our multinational workforce.”

Using UltiPro, Grand Circle has also cut back on paper forms and moved to a paperless payroll—conserving corporate and environmental resources as well as achieving significant cost efficiencies.

“Our company’s goal is to change people’s lives, and UltiPro helps us have a positive impact on the world by operating with more eco-friendly business policies,” said Ventola.

“We also work very hard to sustain a positive work environment for our workforce, and I’m pleased to report that our employees are providing great feedback on UltiPro.”

In order for organizations to get the most value out of their HCM solution, they need to know that they can rely on the provider’s customer service.

“Ultimate Software’s services team is very responsive. We have a dialogue with a number of people in varying roles, and we appreciate the consistent communication and respect we receive,” said Ventola.

“We know Ultimate Software is committed to offering convenient, collaborative support so we can get our UltiPro-related questions answered right away.”



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Dean Ventola  
Director of People and Culture  
Grand Circle LLC

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