

Interstate Resources, Inc.

Achieves Lower Costs and Delivers More Flexibility with SaaS



Company Profile:

Interstate Resources, Inc. is an independent containerboard supplier of kraft linerboard and corrugating recycled medium to the open market. Its converting operations specialize in corrugated carton packaging and displays, corrugated and specialty sheets, and waxed and wax alternative corrugated packaging.

Headquartered in Arlington, Virginia, Interstate Resources has manufacturing facilities across the eastern U.S. The company's products are sold in the Northeast, Midwest, and Southeast regions of the U.S. as well as exported to Canada, Central and South America, Europe, Asia, the Middle East, and Africa.

The Challenges:

Previously, Interstate Resources had been using a payroll service bureau, but the company sought more functionality and flexibility than the outsourcer could provide.

With close to 1,200 employees spread across six states, the manufacturer wanted an HCM solution that would give employees the ability to view their individual human resources, benefits, and payroll information without requiring HR/payroll staff involvement.

The Solution:

With business goals that included greater business agility, time savings, and reduced paper transactions, Interstate Resources chose UltiPro in 2001 and then moved to SaaS delivery in 2004.

Interstate Resources also rolled out self-service and provided its employees with convenient Web access to benefits choices, paycheck details, compensation history, employee handbooks, forms, and more. As a result, the company discontinued the printing of many forms, including direct deposit advices (DDAs), the company has achieved an immediate and recurring savings.

"Each plant is saving thousands of dollars every year in printing costs since we've stopped printing DDAs, and this calculation is just the hard-cost savings," said Ann Patton, payroll manager for Interstate Resources.



The Customer

Interstate Resources, Inc.

Industry

Manufacturing

Number of Employees

1,200

Key Benefits

- Achieved both hard- and soft-cost savings across the business
- Reduced HR/payroll headcount
- Improved the quality and speed of strategic business intelligence and reporting

“The traffic through the HR and payroll departments also has dropped because employees can quickly gather information on their own without our assistance. Our staff is now free to focus on initiatives that can deliver more advantages to our business.”

By delivering increased agility through self-service, Interstate Resources has reassigned five HR/payroll staff members to other departments where they are providing bottom-line benefits to the company.

Patton also has started working virtually, moving her home to another state, since she can now access the full span of UltiPro capabilities via the Web.

One primary advantage for SaaS users is the ability to immediately collect workforce analytics and to manage employee-related processes from anywhere at any time.

“With cloud-based UltiPro, I don’t need to be in the office to direct upgrades or monitor system maintenance. I now have the freedom to work virtually.”

From her home office, Patton processes company payroll and generates instant, customized reports. She regularly uses UltiPro’s reporting to develop ad hoc reports to addressing business-critical issues.

For example, Patton needed to prepare an annual pension census—a 52-column document that encompasses a broad range of detailed employee information.

With UltiPro, she created the report herself and ran it in a few hours—compared with the days it previously would have taken to delve through hard-copy reports and manually compile data onto spreadsheets.

“UltiPro gives me the ability to build complex reports from home,” said Patton. “The on-the-spot reporting we now have is simple to use, pulls from real-time data, and gives me all the information I need without the delays or extra costs that can come with a payroll service bureau.”



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Ann Patton
Payroll Manager
Interstate Resources

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