

JELD-WEN Windows & Doors

Opens the Door to Significant Savings with UltiPro®



Company Profile:

JELD-WEN is the world's leading manufacturer of reliable windows and doors. Based in Klamath Falls, Oregon, the company is comprised of nearly 22,000 employees worldwide. In 2010, JELD-WEN was named by the Environmental Protection Agency and the Department of Energy as the ENERGY STAR Partner of the Year.

The Challenges:

Six years ago, JELD-WEN was at a crossroads. The growing company had to centralize many of its operations and empower its leadership in order to take charge of employee information, process work events, and help improve efficiencies.

As JELD-WEN's employee population increased, the company was hampered by a service bureau whose functionality was not as cost-effective and flexible as the manufacturer required. At that point, JELD-WEN's staff saw the opportunity to deploy a better HR/payroll solution in order to grow and manage its U.S.-based employees.

"The service bureau we'd been using for 10 years couldn't adapt to our changing business environment," explained Stephen Johnson, corporate payroll manager for JELD-WEN.

"We were often frustrated by the constraints of working within a service bureau's processing schedule, and it wasn't always able to get our payroll in the format we required. Plus, when we needed to create management reports, we couldn't easily consolidate the payroll and other employee data."

Because JELD-WEN wanted managers at its different sites to have greater visibility into their workforce data, reduce redundant data entry, and experience greater control of their employee information to simplify their day-to-day tasks, JELD-WEN began exploring its options for workforce management solutions.

The Solution:

Johnson was impressed with UltiPro because the solution provided JELD-WEN direct access to its own employee database, integrated well with accounting and manufacturing systems, and allowed the payroll team to set its own processing schedules.

"UltiPro gives us more control of our own destiny," said Johnson.

Ultimate
SOFTWARE
People first.

The Customer

JELD-WEN Windows & Doors

Industry

Manufacturing

Number of Employees

10,000

Key Benefits

- Projected annual savings of \$192,000
- Converted 35,000 manual transactions into automated workflow processes with manager self-service
- Integrated well with the company's accounting and manufacturing systems

The solution also helped JELD-WEN accomplish many of its processes in a more timely fashion. For example, some changes with the service bureau could take up to three weeks to get into the system. With UltiPro, these changes are visible in less than one day.

And with more than 150 different divisions, JELD-WEN uses the information gathered from UltiPro's reports on the company as a whole, by FEIN, or by department to gain a detailed view into the specifics of the payroll costs.

To oversee employees more effectively, JELD-WEN rolled out UltiPro's Web-based manager self-service in three phases. The first phase allowed users to download common forms, communicate to remote facilities, see paychecks before they were delivered to a site, and view data from other databases. Phase two involved giving managers access to workflows that do not require approvals, like name/address, taxes, job changes, and personal deductions.

Workflows necessitating approvals from a general manager, such as new hires and terminations, were part of the last phase. Commonly used electronic forms and company information are posted to the company Web portal—reducing printing costs, improving efficiencies, and enabling the company to quickly respond to employee requests.

In addition, JELD-WEN has thus far converted 11,000 manual transactions into automated workflow processes in UltiPro's manager self-service. Previously these processes were done through a time-consuming, labor-intensive manual paper process.

Since activating self-service for managers, JELD-WEN projects an estimated annual savings of \$192,000, primarily through eliminating the need to hire additional staff.

"UltiPro has allowed us to empower our managers while maximizing the use of our resources," said Johnson.

"The solution has given our team a clear view of our workforce data so we all can streamline processes and focus on our core business."



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Stephen Johnson
Corporate Payroll Manager
JELD-WEN

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