

JEVS Human Services

Effectively Manages Complex Payroll with UltiPro



Company Profile:

Jewish Employment and Vocational Services (JEVS) is a not-for-profit social service agency based in Philadelphia.

Serving more than 20,000 people across the Delaware Valley each year, its aim is to enhance its clients' employability and self-sufficiency through a broad range of education, training, health, and rehabilitation programs.

The Challenges:

Previously, JEVS faced a range of constraints when using a payroll service bureau to meet its intricate payroll requirements. The service bureau managed local tax calculations for only two major cities in Pennsylvania, Pittsburgh and Philadelphia, as opposed to the more than 800 tax localities in which the organization has employees.

Because of its not-for-profit status, JEVS is required to follow very strict fiscal management standards. Under these standards, the organization is responsible for complying with the local services tax (LST)/earned income tax (EIT) agencies to ensure employees are paying these taxes in the location where they work.

And with a rapidly expanding workforce population, which currently totals more than 5,000 employees and is growing, JEVS needed a provider that could handle the organization's full scope of current and future needs.

The Solution:

JEVS made the switch to UltiPro from the payroll service bureau in January 2011, and now with a cohesive HCM platform, the organization's payroll team can quickly and easily handle complex and varied multi-state taxation.

"With UltiPro, we have been able to re-architect our processes in such a positive way—delivering a major impact to the bottom line through increased efficiencies and decreased expenses in staffing," said Robin Fetter, director of payroll/benefits for JEVS Human Services. "Plus, we have been able to direct existing staff to other crucial areas of the business."

Ultimate
SOFTWARE
People first.

The Customer

JEVS Human Services

Industry

Nonprofit/Social Services

Number of Employees

5,000

Key Benefits

- Delivers impact to the bottom line through streamlined workflow
- Easily handles complex payroll
- Significantly reduces errors and duplicate efforts through cohesive HCM

Time savings has been an immense advantage for JEVS since deploying UltiPro. Previously, the payroll department would spend approximately two days out of its bi-weekly pay period to prepare paychecks. The process took 12 people to organize the checks, stuff the envelopes, audit the process, and then deliver the checks to a vendor for mailing.

Now with UltiPro, the payroll department clicks a button, and the file is instantly transmitted for check printing.

“With the service bureau, there were more things we could not do than what we could do,” Fetter added. “For example, when we added new hire information, we had to wait to upload the payroll, wait until the next day to bring the payroll in, get the checks delivered, and then confirm the changes were correct. And we had to stick to the service bureau’s schedule and timelines.”

“With UltiPro, we make a change and then can immediately view and audit it at the same time.”

JEVS currently has multiple systems that handle employee/employer information. Because of the service bureau’s limitations with technology, each system remained independent of the others with no integration.

As a result, information had to be manually re-typed into each system. Frequent issues often included duplicate effort, inefficiencies related to time and costs, as well as a host of inaccuracies and errors.

“As the saying goes, bad data in, bad data out. Now with UltiPro, we have a streamlined, flexible solution that integrates well across our other business systems. Our entire process is now much easier and more seamless,” said Fetter.

“Not only have we reduced our error rate by 88%, we have reallocated our team’s responsibilities to other mission-critical functions within the organization.”

By delivering a centralized platform for people management, including HR, benefits, payroll, and talent management, UltiPro can dramatically reduce administrative overhead—and this streamlined administration enables customers like JEVS to apply its focus to strategic activities.

“UltiPro means new freedom and proficiency for our organization. We now have access to hundreds of standard reports, and we can add new hires and make transfers with confidence,” said Fetter.

“We have only scratched the surface of what UltiPro can do for our organization. We’re looking forward to maximizing the functionality and delivering transformational results that span the company.”



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Robin Fetter
Director of Payroll/Benefits
JEVS Human Services

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www.ultimatesoftware.com