

Mike's Express Carwash

Enhances HCM Agility, Business Continuity with Ultimate's Cloud Solution



Company Profile:

Ranked in the top 1% of the 30,000 carwashes in the U.S., Mike's Carwash is a private, family-owned business, committed with 40 locations in Indiana and Ohio.

Each Mike's Carwash is equipped with the most advanced, state-of-the-art equipment and technology available. The company's specially formulated detergents, soft cloth, computer-controlled equipment, and ispecial touchless hot-air dryers are just a few of the features that make Mike's the ideal way to clean vehicles.

The Challenges:

The HR/payroll team at Mike's Express Carwash had become concerned that its previous HRMS provider was not staying up-to-date with the latest HCM functionality. With access to the newest technologies, the HR team believed it could deliver maximum effectiveness across the business.

The company's internal IT team also was burdened with maintaining the system and installing updates—diverting its efforts from other key business initiatives.

The Solution:

After selecting UltiPro in May 2008, the company is now experiencing a range of benefits and overall business improvements with Ultimate Software's cloud solution for HCM.

The UltiPro solution provides a cost-effective way for businesses to take full advantage of sophisticated HR, payroll, and talent management functionality that is easy to activate, easy to use, and easy to maintain.

UltiPro offers the benefits of an in-house solution with all the advantages of IT outsourcing. Because the hardware, software, maintenance, storage, and upgrades are managed off-site by Ultimate, Mike's Express Carwash is free from the effort and expense for IT-related responsibilities when handling its HCM solution.

"Previously, our IT staff was in a difficult position. Their job is not human resources, but it became their priority when something went wrong or when the previous system needed attention," said Paula Raybould, HR/payroll manager for Mike's Express Carwash. "Ultimate Software's cloud delivery alleviates this burden on our business."

Ultimate
SOFTWARE
People first.

The Customer

Mike's Express Carwash

Industry

Retail/Automotive

Number of Employees

700

Key Benefits

- Alleviates IT efforts and spend on HCM responsibilities
- Safeguards business continuity when a disruption may occur
- Delivers 24-7 access to individual HR/payroll information

"It's much more productive to have our IT team focused on other systems that affect our core business. UltiPro is very flexible and reliable, and Ultimate Software completes the updates and system maintenance on the weekends, which is very convenient for us."

Because Ultimate Software houses the data for its customers in a secure, state-of-the-art data center, businesses like Mike's Express are assured that their HR/payroll solution will stay up and running despite any local interruptions in power or other unexpected events that may occur at their own facilities.

"One day last year, we lost electricity at our main building. Our contingency plan with UltiPro ensured that we were ready to process our payroll off-site. If our data was stored on-site, as it was before UltiPro, it would have been impossible to avoid disruption to our business during a power failure," said Raybould.

"Thankfully, we didn't need to activate our plan, but it was a great feeling knowing we were secure with Ultimate Software."

With plans to double its size in the next several years, Mike's Express Carwash also has rolled out UltiPro's Web portal to improve communication and collaboration across the business and to give all employees access to their individual HR/payroll information—available 24-7 from home or office.

"We have employees who work seven days a week, and with UltiPro, HR is now available whenever they need us. Remote users can take advantage of UltiPro's Web access to personal information as well as manage other changes to employee data," said Raybould.

"By giving employees the ability to quickly view information and make updates in UltiPro, my team can efficiently handle our company's growth and function more strategically."



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HR/Payroll Manager
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