

# Panhandle State Bank

Enhances Recruitment and Auditing Efficiencies with UltiPro®



## Company Profile:

Founded in North Idaho, Panhandle State Bank has been committed to the people and communities it serves for more than 25 years.

The bank's parent company, Intermountain Community Bancorp, is the largest locally owned state bank in Idaho.

## The Challenges:

Panhandle State Bank had been using a payroll service bureau that did not deliver the strategic functionality that the financial organization wanted to increase the efficiency and quality of its human resources and payroll operations.

Additionally, the company has 21 branches in three states, and it was very difficult to fill jobs, particularly in smaller towns, because of outdated recruiting methods.

## The Solution:

With UltiPro, Panhandle State Bank has enhanced its recruiting efforts to yield an increase in qualified applicants and to reduce time-to-hire. The company recently needed a teller in a community where it previously may have had only one or two applicants.

Using the UltiPro career portal, the bank had plenty of qualified applicants, including responses from other geographic areas.

"Our local branch manager was thrilled because with UltiPro's Web-based career portal, good candidates are finding us when previously they did not," said Carole Smith, HR manager for Panhandle State Bank.

Using UltiPro's feature for recruitment, Smith can pull reports she needs at any given time with metrics for time-to-hire, cost-per-hire, and recruitment source.

A comprehensive suite of standard reports is included, and each can be easily customized to accommodate unique business requirements. UltiPro Recruitment also includes ad hoc reporting tools for on-the-fly management reporting.

**Ultimate**  
SOFTWARE  
People first.

### The Customer

Panhandle State Bank

### Industry

Financial Services

### Number of Employees

400+

### Key Benefits

- Significantly improved the bank's recruiting efforts
- Expedited the time-consuming processes of preparing for audits
- Enhanced service to employees

"We've been live on UltiPro's feature for recruitment for only six months, and we are already experiencing significant benefits, and every month we experience more efficiencies," said Smith. "The potential is immense."

Another challenge that banks must face is contending with stringent internal and external audits. Each year, Panhandle State Bank's HR staff struggled with numerous audits that had to be handled on top of the team's day-to-day responsibilities. Often the preparation process for the audits would entail days spent sorting through file cabinets and compiling data on spreadsheets.

"The auditors love UltiPro, and so does my department, because it has streamlined the audit process," said Smith.

"Since UltiPro is easy to use, provides built-in audit trails, and has improved the overall precision of our data, we are better able to comply with internal and external demands for information."

With UltiPro, Smith and her group now keep more detailed, current information on associates, and they also can enable employees to update their own HR, benefits, and payroll details online.

Employees can quickly view or make changes to certain personal details and track accrued and used vacation and personal time.

Using the UltiPro portal, Panhandle State Bank's associates can even model their paychecks to calculate their net income or take-home pay based on different "what-if" payroll scenarios if they wish to make changes to benefits or tax deductions.

"When I step back and look at how far we have come with UltiPro, it's incredible. We can provide better service to internal customers, and our HR team can operate more strategically," said Smith.

"We plan to leverage more of UltiPro's functionality in the future for even more productivity gains."



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Carole Smith  
HR Manager  
Panhandle State Bank

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