

PHH Corporation

Builds Efficiencies and Cost Savings with Cloud-Delivered HCM



Company Profile:

Headquartered in Mount Laurel, New Jersey, PHH Corporation is a leading outsource provider of mortgage and vehicle fleet management services. Its subsidiaries include PHH Mortgage, one of the top five retail originators of residential mortgages in the U.S., and PHH Arval, a leading fleet management services provider in the U.S. and Canada.

The Challenges:

With more than 6,000 employees in more than 35 locations across the U.S. and Canada, PHH previously used a human resource outsourcing provider, but found that the provider could not meet its HCM requirements—resulting in a lack of data control as well as numerous inefficiencies.

The Solution:

With the goal to optimize business processes and improve the employee experience with HCM technology, PHH's IT and HR leadership explored a number of alternatives and concluded that UltiPro was the best solution for its HCM needs.

With UltiPro's advanced functionality, PHH has established a solid foundation for HCM efficiency, transformed its HCM processes, achieved a range of cost savings, and delivered the right tools for strategic business value.

"With UltiPro, we have leveraged the right technology for our company plus reduced our HCM expenses by 33%," said Adele Barbato, senior vice president and chief human resources officer at PHH Corporation.

"The overall deployment of UltiPro went well, and results across our business have been very positive."

According to Barbato, UltiPro is providing notable improvements when measured against its previous HCM methods.

"Immediate standouts for our business have included cohesive functionality, better usability, enhanced data ownership and management, and stronger business intelligence," said Barbato.

Ultimate
SOFTWARE
People first.

The Customer

PHH Corporation

Industry

Financial Services

Number of Employees

6,000

Key Benefits

- Leverages sophisticated approach to HCM with cloud delivery
- Reduces HCM-related expenses by 33%
- Provide greater efficiencies to employees across North America and in virtual locations

“With UltiPro’s Web-based features, we can provide greater efficiencies to our employees across North America and in virtual locations, and our employee experience is much better because of self-service.”

UltiPro enables PHH to achieve in-house control of its HCM platform without experiencing the operational challenges and complexities of implementing new technologies.

Instead of depending on traditional service-bureau outsourcing models, PHH relies on Ultimate Software to manage its HCM solution in a secure, hardened data center.

By taking advantage of Ultimate’s expertise, PHH has eliminated the hassles involved with planning, implementing, and maintaining a new business system. As a result, UltiPro was up and running quickly and economically.

Cloud-delivered UltiPro is providing PHH with an innovative solution that simplifies business application support requirements and provides instant access to state-of-the-art technology—at an affordable pay-as-you-go monthly price.

And with Ultimate as its IT experts for HCM, PHH’s HR team retains full access to and control over its HCM functions without having to rely on the company’s IT team to be a system specialists.

“For our company, Web-based technology and cloud delivery were crucial requirements because we needed to better manage our dispersed workforce, but we didn’t want a dedicated IT team for upgrades, support, and maintenance,” said Barbato.

“UltiPro enables us to focus on our key business requirements because our teams are now free from system maintenance and responsibilities.”



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Adele Barbato
Senior VP and Chief HR Officer
PHH Corporation

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