

Polish & Slavic Federal Credit Union

Achieves Peak Efficiencies with UltiPro® Workplace



Company Profile:

Founded in 1976 and headquartered in Fairfield, New Jersey, Polish & Slavic Federal Credit Union is one of the largest ethnic credit unions in the U.S.

With \$1.4 billion in assets, this nonprofit organization serves more than 70,000 members, including the vast community of Polish immigrants residing in New Jersey.

The Challenges:

Polish & Slavic Federal Credit Union was using a payroll service bureau to handle payroll and manually managing HR functions with paper files, spreadsheets, and emails. Achieving optimal HR and payroll was extremely difficult with its disparate, outdated systems as well as manual, error-prone processes.

The HR team wanted to make dramatic improvements to its processes for human capital management with a comprehensive solution that would deliver accurate and comprehensive employee data, boost employee performance and productivity, and help the HR team function more efficiently and strategically.

The Solution:

In September 2009, Polish & Slavic Federal Credit Union went live with UltiPro Workplace and quickly started to benefit from the solution's cloud functionality for HR, talent management, time management, and payroll.

"UltiPro is providing monumental benefits to us. I am an HR person, not an IT person, so I really appreciate how Software-as-a-Service makes our work easier. Because Ultimate Software manages the solution, we don't have to rely on IT to get our jobs done. With role-based access, our employees manage their own individual profiles, and they can access their information from anywhere at any time," said Lori O'Toole, vice president of human resources at Polish & Slavic Federal Credit Union.

"Plus, one key advantage with SaaS is our capability for business continuity. We had a fire last year which shut down our offices for more than a week, but our payroll and HR team never missed a beat because we could handle these processes from home. UltiPro is a central part of our disaster recovery plan, and we have taken our HCM processes to new levels of control, effectiveness, and efficiency."

Ultimate
SOFTWARE
People first.

The Customer

Polish & Slavic Federal Credit Union

Industry

Financial Services/Nonprofit

Number of Employees

300

Key Benefits

- Safeguarding business continuity through cloud services
- Reducing administration for performance appraisals by 50%
- Eliminating manual processes and corrections through streamlined, cohesive HCM platform

O'Toole and her team previously handled the credit union's HR operations with a range of disparate spreadsheets. With UltiPro, these processes are now delivered in one system of record that consolidates and centralizes all employee data. Information is accurate, and business intelligence on turnover, overtime, employee performance, and comparative salary information are generating actionable workforce insight.

With UltiPro's feature for performance management, the HR team can see trends on individual performance or metrics related to a specific manager or position.

"We used to keep an employee performance spreadsheet that would be sent to each manager when evaluations were due. Managers would complete it, and I would manually compile the information for executive approvals," said Agata Krol, HR training and development manager for Polish & Slavic Federal Credit Union.

"This method had the potential for numerous errors, and the results would be stressful for everyone. With UltiPro, we have a new perspective into talent management, and our HR team has cut the administrative time spent on performance appraisals by 50%."

Another time saver for HR has been UltiPro's features for time management. Using finger scanners, employees clock in and out, and the credit union's business rules are then automatically applied. Before UltiPro, HR had to print each employee's time card prior to payroll, and double check these documents for errors.

"It was a total nightmare. The time-consuming activities, like manual corrections combined with the rigid rules and codes of the service bureau, meant payroll used to take us one full week," said O'Toole. "With UltiPro, everything is in sync and extremely flexible and efficient. We have reduced the time and strain we used to have, and we're very glad to get away from being on the service bureau's schedule."

"In the past, my team was held accountable for information that was fraught with errors. We used to tremble when we had executive requests for information. Now with UltiPro we can address these requests with ease. We're confident the information we are supplying is based on accurate data," said O'Toole.

"Our employees love having 24-7 access to their information, we are no longer working evenings and weekends, and everyone is performing in an optimal way. We've eliminated bad information and seen a notable increase in productivity."

With instant information available on employee performance, labor costs and allocations, compensation, and benefits, the credit union's HR team is functioning more strategically and has begun to initiate new programs to help the company recruit and retain high-performance employees.

The team also has launched a new community outreach campaign that provides financial assistance to a local charity as well as strengthens the credit union's community presence.

"Because of UltiPro, we now have the time to roll out value-added initiatives for our employees, credit union members, and the communities we serve," said O'Toole. "UltiPro is adding phenomenal power to our organization."



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Lori O'Toole
Vice President of Human Resources
Polish & Slavic Federal Credit Union

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