

# Promise Healthcare

Achieves Optimal Reporting and Companywide Savings with UltiPro®



## Company Profile:

Promise Healthcare is one of the largest long-term acute care hospital organizations in the U.S. With more than 2,000 staff members and 15 hospitals, the healthcare organization emphasizes an interdisciplinary approach to healing and wellness in providing treatment for patients with life's most serious illnesses and injuries.

## The Challenges:

The healthcare provider was using a payroll service bureau and was experiencing poor customer service, frequent errors, inadequate functionality, and loss of control over its own processes and data.

## The Solution:

Sonny Ramdeo, director of payroll and workforce systems for Promise Healthcare, had used UltiPro with his previous company of 6,000 employees, and he was very familiar with Ultimate Software's award-winning products, high-quality services, and reputation as a leader in the HCM industry.

One of the reasons he recommended Ultimate Software to his most recent employer is UltiPro's standard and customizable library of hundreds of reports. A critical aspect of Promise Healthcare's reporting includes fulfilling JCAHO certification requirements in order to receive reimbursement from Medicare.

As part of the accreditation, JCAHO sends surveyors on unannounced visits to healthcare organizations to evaluate their operational practices and facilities. With UltiPro, Ramdeo is ready to respond to requests for information at a moment's notice.

"To remain JCAHO-certified, we need to pull real-time details, such as staffing ratios and employee certifications, in minutes—which is not a problem with UltiPro. With our previous vendor, we could not get accurate reports, and there was always a cost associated with these deliveries," said Ramdeo.

"With UltiPro, our data is accurate and easily accessible so we can quickly respond to internal and external demands for information."

**Ultimate**  
SOFTWARE  
People first.

### The Customer

Promise Healthcare, Inc.

### Industry

Healthcare Services

### Number of Employees

2,800

### Key Benefits

- Leveraging on-the-spot reporting for visits from inspectors representing the Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- Saving more than \$400,000 over a five-year period
- Achieving greater employee satisfaction with Web self-service

As Promise Healthcare discovered, payroll service bureaus often charge fees for ad hoc reports that are outdated and do not provide the facts the organization really needs. Service bureaus may often bill extra for items, such as producing off-cycle checks or adding employees to the system.

Because UltiPro provides companies with in-house control of all workforce data at no extra cost beyond the standard monthly price, Promise Healthcare is benefiting from a cost-effective, end-to-end solution that addresses the full scope of its requirements for human resources, payroll, and talent management.

“Compared to the service bureau, we are anticipating a hard-cost savings of \$400,000 over a five-year period,” said Ramdeo. “UltiPro’s predictable per-employee, per-month pricing has erased the sticker shock we had at month’s end with our previous provider.”

Labor costs often constitute the majority of operating expenses for healthcare organizations, so efficiencies in manpower can create significant benefits.

UltiPro’s Web self-service for employees automates a range of activities by providing anywhere, anytime access to individual human resources and payroll details—easily connecting employees to their info and reducing HR efforts when responding to queries, emails, phone calls, and faxes.

Associates at Promise Healthcare are not only using self-service, but they are also sharing positive feedback about it with management.

“Approximately 65% of our workforce is logging into UltiPro every other week,” said Ramdeo. “When I conduct my standard visits to our locations, I regularly hear how much our people love UltiPro’s Web access. They say it’s very convenient and easy to use. UltiPro has been a positive experience for everyone at Promise Healthcare.”



“UltiPro’s reporting is adding tremendous value to Promise Healthcare. With UltiPro, our data is accurate and easily accessible so that we can quickly respond to internal and external demands for information.”

Sonny Ramdeo  
Director of Payroll and HCM  
Promise Healthcare

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