

# Sears Methodist Retirement System

Creates HCM Efficiencies with Flexible UltiPro



## Company Profile:

Sears Methodist Retirement System, Inc. (SMRS) is the largest faith-based not-for-profit provider of senior care services and retirement living in Texas. The first SMRS community opened its doors to 30 residents in 1966. Today, the organization has grown to serve more than 2,000 residents on 13 campuses.

Sears Methodist Retirement System's services comprise an entire continuum of care for the elderly, including independent living executive homes, cottages and apartments, and assisted living care; traditional nursing care; Alzheimer's and related dementia care; Medicare skilled nursing care; home health, hospice, personal assistance services, physical, occupational and speech therapy; geriatric pharmacy services; and a long-term care teaching facility located on the Texas Tech University campus.

## The Challenges:

SMRS had been using an in-house HR/payroll solution that was not fully centralized, resulting in duplicate data entry, difficulties in developing reports, and inconsistencies in information across multiple databases.

## The Solution:

With UltiPro, Sears Methodist Retirement System can experience the business benefits of an end-to-end, strategic HR and payroll solution while keeping the option to have its HR/payroll data decentralized.

Organizations using UltiPro can either manage human resources and payroll operations from a centralized location, from remote locations, or with a combination of both options.

SMRS has given its multiple campuses the right to manage their own information, including report generation, the new-hire process, and payroll submission details. At the same time, the corporate office manages payroll and develops workforce analytics focused on the company's headquarters, on individual campuses, and on the company as a whole.

"Surveyors from the state observe and monitor our operations, so when necessary, our campuses can pull reports on their own specific locations for state officials," said Della Rodriguez-Hill, corporate HR director for Sears Methodist Retirement System.

**Ultimate**  
SOFTWARE  
People first.

### The Customer

Sears Methodist Retirement System

### Industry

Healthcare Services

### Number of Employees

1,800

### Key Benefits

- Provided dispersed locations with control over their processes and real-time reports
- Streamlined HR/payroll operations with comprehensive HCM
- Improved service to employees

“On the other hand, if corporate HR wants to evaluate employee performance by a particular manager, location, or job title, we can do so without waiting for details from individual campuses or manually compiling figures.”

UltiPro’s flexible set-up also is creating efficiencies for the HR/payroll team by improving productivity and providing time for more strategic activities.

SMRS has the complexities of a dispersed workforce, seven federal identification numbers, and dramatic growth—and yet the team has reduced the time spent on administrative tasks, like processing payroll, which now takes about half the time to complete with the UltiPro solution.

Hill attributes these business efficiencies to UltiPro’s full range of HCM functionality and its ease-of-use.

“We rolled out self-service to help keep the quality of employee service high and administrative investments low. The response from employees has been very positive. They appreciate having the ability to access their own information whenever they want,” said Hill.

“When new employees use UltiPro, minimal training is required. The solution is very intuitive—walking users through complex processes and providing alerts if they have forgotten a step. UltiPro has taken the guesswork out of completing our jobs.”



“We rolled out self-service to help keep the quality of employee service high and administrative investments low. The response from employees has been very positive. They appreciate having the ability to access their own information whenever they want.”

Della Rodriquez-Hill  
Corporate HR Director  
Sears Methodist Retirement System

CALL US: 1.800.432.1729  
[www.ultimatesoftware.com](http://www.ultimatesoftware.com)