

Space Coast Credit Union

Flies High With UltiPro® Workplace



Company Profile:

As a nonprofit, member-owned financial cooperative, Space Coast Credit Union (SCCU) has been providing financial services since 1951.

This organization is the third largest credit union in Florida—with more than 360,000 members and assets over \$3.2 billion.

The Challenges:

Previously, Space Coast Credit Union had been processing its payroll using a service bureau that lacked HR functionality.

Customer service from this vendor was inconsistent, access to information was slow, reporting was tedious, and SCCU's HR department was burdened with paperwork and diverted by employee questions.

The Solution:

After extensive research, Space Coast Credit Union selected UltiPro Workplace and went live in October 2007.

With UltiPro, the company is automating payroll and enabling employees to easily access their personal HR and payroll details from any Web browser—resulting in increased efficiency and reduced paper usage.

"We decided to go with UltiPro because we wanted a strong payroll engine and comprehensive HR platform through a SaaS environment and we wanted to work with a company that has a proven record of customer service," said Karen Sack, vice president of human resources. at Space Coast Credit Union.

"Every time we needed help with previous vendors, we spoke with someone different, and the information we received was inconsistent."

"With Ultimate Software, we have a designated customer service rep who we know is going to be there when we need help."

Ultimate
SOFTWARE
People first.

The Customer

Space Coast Credit Union

Industry

Financial Services

Number of Employees

900

Key Benefits

- Consistent, reliable customer service
- Increased efficiency and reduced paper usage
- Employee self-service with 24-hour access to HR information

With UltiPro's Web functionality, the credit union has moved all employees to online pay statements, automated the open enrollment process within a month, and achieved an immediate increase in efficiency without having to buy any special hardware or wait for software installation.

"Streamlining our processes for HRIS, benefits, and payroll is important because it's very labor-intensive and time-sensitive" said Sack.

"We have eliminated the need to print, handle, and mail hundreds of direct deposit advices every two weeks, and our HR team and entire company have quick access to the most up-to-date information."

With UltiPro's role-based access for employees, SCCU employees have convenient, 24-hour access to their pay history, personal, benefits, beneficiary, and contact information via the Internet.

"UltiPro's feature for benefits enrollment enables our employees to make their annual benefits choices from any location" said Sack.

"Role-based access is very intuitive, and now our HR team has very few questions from employees—which is a tremendous relief during a very busy year-end. UltiPro makes our jobs much easier."



"We decided to go with UltiPro because we wanted a strong payroll engine and comprehensive HR platform through a SaaS environment as well as wanted to work with a company that has a proven record of customer service."

Karen Sack
Vice President, Human Resources
Space Coast Credit Union

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