

Texas Roadhouse, Inc.

Achieves Peak HCM by Moving to Cloud Technology with UltiPro



Company Profile:

Based in Louisville, Kentucky, Texas Roadhouse first opened its doors in 1993, and now Texas Roadhouse has grown to more than 360 locations in 47 states.

The company is famous for hand-cut steaks, made-from-scratch sides, fresh-baked bread, and its lively atmosphere. In 2007 and 2008, Forbes magazine ranked the company as one of the 200 Best Small Companies, and in 2009 the company was ranked “Best Value” by readers of Consumer Reports magazine.

The Challenges:

In 2003, Texas Roadhouse was using a payroll service bureau to handle people management for its thousands of employees located across the U.S.

The restaurant chain selected UltiPro in December 2004 to achieve higher levels of control, flexibility, unified HR and payroll functionality, and customizable reporting and business intelligence. After tremendous expansion, the company decided it was time to leverage more of UltiPro’s functionality—however new hardware and resources would be needed to accommodate it.

After a seven-year partnership driven by exceptional service and business partnership with Ultimate Software, Texas Roadhouse decided to take advantage of cloud delivery. With this cost-effective platform, Ultimate Software handles the hardware, system maintenance, and upgrades for its customers—which frees HR and IT teams to focus on other core business projects.

The Solution:

With Ultimate Software’s SaaS, business partners like Texas Roadhouse can take advantage of the agility, simplicity, and affordability of a cloud-delivered HCM solution—without the high costs or range of complexities that comes with implementing and maintaining a traditional, on-premise system.

Plus, Ultimate Software’s tenured, certified professionals handle all the UltiPro-related maintenance; apply new version upgrades; and maintain all the hardware, software, and customer data at multiple, secured data centers.



The Customer

Texas Roadhouse, Inc.

Industry

Restaurant/Retail

Number of Employees

40,000

Key Benefits

- Frees IT team to focus on other core business and technology initiatives
- Enables immediate adjustments for business changes through highly configurable cloud platform
- Deepens longstanding partnership with Ultimate Software

This cost-saving, powerful approach delivers a full range of business results, including advanced functionality, improved efficiencies, more control over HCM, and a rapid, measurable ROI.

“UltiPro has proven to be all we envisioned and much more,” said Vickie Elder, senior payroll manager for Texas Roadhouse, Inc. “And we love that our platform is backed by a customer service team that is truly exceptional in the HCM industry—everyone at Ultimate Software is uniformly responsive, knowledgeable, and conscientious.”

“We’re very excited that UltiPro’s cloud delivery enables us to leverage Ultimate’s great support services at an even deeper level.”

Ultimate’s cloud technology is deployed via the Web and runs behind a firewall on a local area network or personal computer. This scalable, cost-efficient delivery model offers a reduced cost of ownership by minimizing the expenses of buying, implementing, upgrading, and maintaining on-premise software applications.

Large companies like Texas Roadhouse can save thousands to hundreds of thousands annually on capital costs associated with on-premise software—not to mention additional savings by reducing or eliminating operational costs for implementation, support, training, upgrades, enhancements, and more.

“We made the decision to switch to the cloud platform because it makes better sense and delivers more value for our business—and because we have unequivocal trust in Ultimate Software,” said Mark Simpson, senior director of people for Texas Roadhouse, Inc.

“Ultimate Software has been offering cloud services since 2002, and the company knows how to deliver premium technology and expert customer support. UltiPro is now delivering a higher level of HCM advantages across our business, especially transparent upgrades as well as reduced IT expenses and responsibilities.”

“We have an excellent relationship with Ultimate Software, and it’s because the company treats us like strategic business partners,” said Patrick Sterling, director of risk and people administration for Texas Roadhouse, Inc.

“With UltiPro, we are achieving our goal of \$1 million in savings over a five-year period. Plus, having control of our data gives us the flexibility and speed we need to provide on-demand critical data to company leadership. We’re very pleased that we are now experiencing full HCM advantages through superior cloud technology.”



“We have unequivocal trust in Ultimate Software. Its cloud services are delivering a higher level of HCM advantages across our business, including reduced IT expenses and responsibilities.”

Mark Simpson
Senior Director of People
Texas Roadhouse, Inc.

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