

Westminster Communities of Florida

Improves HR, Payroll, and More with UltiPro®



Company Profile:

Chartered in 1954, Westminster Communities of Florida is a not-for-profit organization that establishes and maintains housing and related healthcare services.

Each of Westminster's active living communities includes residential living, supportive services, and a health center.

Westminster has grown to 20 communities throughout the state of Florida where more than 5,000 people of all faiths enjoy an enlightened, fully integrated, person-centered approach to healthcare.

The Challenges:

Westminster Services previously relied on a payroll service bureau, and the HR team had to perform hours of manual entries for day-to-day administration.

Without a comprehensive, centralized payroll and HR solution, the organization could not easily monitor or analyze workforce components, like labor costs and pay scales, nor could it adequately track and measure the effectiveness of recruitment efforts or benefits and wellness programs.

The Solution:

Westminster Communities understood the power of HR to impact its business. The organization's HR managers are creating greater efficiencies, making better business decisions, and improving employee satisfaction.

Going live on UltiPro in 2006 gave Westminster Communities the ability to easily adjust for different pay scales and work shifts based on a range of variables, such as budgeted vs. non-budgeted staffing and staffing around holidays. This flexibility resulted in improved compensation practices and a better adherence to program budgets.

"Our services are unique. Half of our business is in healthcare and half is in hospitality, so we have many different pay ranges. Employees may be skilled nurses or work in dining, transportation, or maintenance. All jobs are different, and employees who work multiple shifts may be paid using special crossover payment plans," said Mary Klein, vice president of human resources at Westminster Communities of Florida.

Ultimate
SOFTWARE
People first.

The Customer

Westminster Communities of Florida

Industry

Nonprofit/Services

Number of Employees

2,500

Key Benefits

- Superior functionality for strategic reporting and analytics
- Convenient self-service that ensures accurate employee data
- Improved employee and resident communications that better promote wellness initiatives

"We really needed UltiPro because it can handle our special issues. We also wanted a savvy, patient, and dedicated customer service team to assist us when necessary. We get this with Ultimate Software."

By centralizing HR and payroll and tapping into UltiPro's analysis tools, Westminster Communities can better identify hiring needs and develop more strategic, long-term recruiting plans.

"UltiPro's functionality for strategic reporting is phenomenal," said Klein. "We can create reports instantly. And we can use the superb analytics to get everything from a simple birthday list to reports that analyze hiring practices or pay scale compensation for a particular job class to make sure everyone is paid equitably."

UltiPro's Web portal allows employees to quickly access pay history, W-2s, and benefits information from home or on-site kiosks—providing a convenient way to ensure that an employee's work-related information is accurate and up-to-date.

Plus, employee's easy 24-7 access to compensation details on the UltiPro portal has enabled Westminster Communities to stop printing pay stubs and use more eco-friendly direct deposits and pay cards, supporting the company's initiative to go paperless.

"UltiPro is so easy to use, regardless of an employee's level of experience with the Internet," said Klein. "The UltiPro portal has become an important business tool for our entire workforce."

Westminster Communities also uses UltiPro to track and compare health and benefit programs by popularity and costs.

Because the company strongly encourages wellness initiatives, the HR team places links on the UltiPro portal to online health assessments and wellness news in order to motivate employees to take responsibility for their overall health and to reduce healthcare costs.

With UltiPro, Westminster Communities measures who is engaged in the company's wellness initiatives and then can provide discounted health premiums—resulting in cost savings for employees, residents, and the company.

Westminster also uses the UltiPro portal as a communication hub for workplace news and notifications of community wellness events.

"UltiPro is more than an HCM platform," said Klein. "The technology helps connect everyone in our organization as well as promote our company-wide objectives."



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Mary Klein
VP of Human Resources
Westminster Communities of Florida

CALL US: 1.800.432.1729
www.ultimatesoftware.com