

# Wright Express

Enhances Talent Acquisition with UltiPro®



## Company Profile:

Wright Express is a leading global provider of payment processing and information management services.

Wright Express captures and combines transaction information from its proprietary network with specialized analytical tools and purchasing control capabilities in a suite of solutions that enable fleets to manage their vehicles more effectively.

The company's network has site acceptance at more than 90% of retail fuel locations and over 45,000 vehicle maintenance locations in the U.S.

## The Challenges:

Previously, Wright Express was using an enterprise resource planning (ERP) solution with several process-specific modules.

With so many separate systems, the company suffered challenges in efficiency, data integrity, and reporting. Wright Express selected the UltiPro solution to better unify its six HR- and payroll-related processes.

## The Solution:

Wright Express rolled out UltiPro's functionality for recruitment for staffing and talent management in 2005, and went live on UltiPro for human resources management, benefits administration, and payroll processing in January 2006.

With UltiPro's feature for recruitment, the company automated its talent acquisition for a smoother, more productive recruitment process.

"With our previous recruiting solution, I manually managed approvals for job requisitions and offers. This meant that I used interdepartmental mail or I walked to someone's office with the hiring documents in hand for the needed signatures. If that executive or manager was not available, I sometimes had to leave the paperwork with an assistant or put the sealed documents in an in-box. Once the offer was accepted, the paperwork had to get to payroll, and we faced the same quandary about getting the documents where they needed to be while ensuring privacy," said Diane Rogers, HR divisional manager for Wright Express.

**Ultimate**  
SOFTWARE  
People first.

## The Customer

Wright Express

## Industry

Financial Services

## Number of Employees

850

## Key Benefits

- Reduced time-to-hire while eliminating redundant data entry
- Improved the confidentiality of sensitive information
- Enhanced communication between the HR team and hiring managers

"With UltiPro, everything is handled electronically and is routed through password-protected email, so there are no pieces of paper lying around to be seen by the wrong set of eyes. I feel much better about ensuring confidentiality with UltiPro."

Using UltiPro's feature for recruitment, a requisition is routed through the approval process automatically over the Internet with unique approval paths for different job groups that ensure recruiters and hiring managers can access only the approval tasks appropriate to their role.

When reviewing, approvers can see the current status of each requisition, read comments from other approvers, make changes, and approve or deny the request.

By giving hiring managers and HR the ability to access complete hiring details online and facilitate communications between managers and the HR team, UltiPro's feature for recruitment has helped Wright Express move the process along as quickly as possible.

"With UltiPro, everyone who needs to be involved can check on the status of an open position, and interested parties can see if there is a delay or other change," said Rogers.

"Before UltiPro, I often did not know if managers were ready to make an offer until I called them. Now we are all on the same page."

UltiPro helps the Wright Express team create the offer, get internal approval, communicate the offer, and send regret letters. Recruiters, hiring managers, and executives also can collaborate on open positions, create and approve offers, and automatically convert applicant data into UltiPro when a candidate becomes a new hire.

With its former recruitment provider, the Wright Express staff had to manually re-enter candidates' demographic, employment history, and skills detail into the HR management system when they became new hires.

"Previously, the manual aspects of recruitment were a nightmare," said Rogers. "Now with UltiPro, our hiring efforts are much more efficient and effective."



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Diane Rogers  
HR Divisional Manager  
Wright Express

CALL US: 1.800.432.1729  
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