

YMCAs

Elevating HCM Processes with UltiPro



Company Profile:

More than 2,700 YMCAs make up one of the largest not-for-profit community service organizations in the U.S. YMCAs work to meet the health and social service needs of men, women, and children in 10,000 communities within the U.S. YMCAs are for people of all faiths, races, abilities, ages, and incomes. YMCAs also operate in more than 125 countries, serving over 45 million people around the world.

The Challenges:

Because YMCAs are not-for-profit organizations, and therefore accountable to donors and funding agencies, they must operate as efficiently as possible on nominal contributions. With scarce technological resources, high employee turnover, and a relatively complex payroll, achieving HR efficiency can be a difficult task.

The YMCA of Kansas City, for example, had been using a payroll service bureau for both HR and payroll, but the organization was frustrated by the fact that the data input into one system could not be shared with the other system, making any kind of workforce reporting nearly nonexistent. The most basic report could take a one- to two-day manual manipulation of data. This YMCA wanted an HCM solution that would allow it to compare spending between its 17 branch locations. However, without the ability to control the data, this kind of reporting could not be accomplished.

Similarly, the Metro Atlanta YMCA was making time-consuming payroll modifications on spreadsheets and doing without much-needed reports because the organization had separate HR and payroll systems for its 1,200 employees. Federal reports required hours of work, which kept the staff from accomplishing more strategic tasks.

Like many YMCAs nationwide, the YMCA of Greater Richmond in Virginia was challenged by planning and budgeting issues caused by seasonal weather changes that impact outdoor sports and summer camps. YMCAs often deal with a fluctuating workforce, primarily comprised of part-time employees, who might work several different jobs in a single pay period with different pay rates and at multiple branch locations. If not handled properly, this can create potential havoc on payroll and reporting. The YMCA of Greater Richmond wanted an HCM solution that would continue to give it the flexibility to pay its staff correctly and that would provide the associated labor time and cost information to its branch executives.

Ultimate
SOFTWARE
People first.

The Customer

YMCAs

Industry

Nonprofit

Number of Employees

550 to 2,000

Key Benefits

- Unified HR and payroll processes
- Improved workflow between employees and managers
- Increased reporting capabilities

The Solution:

These YMCAs deployed Ultimate Software's UltiPro solution and soon achieved greater efficiencies, much improved methods for reporting, and enhanced services to employees.

With UltiPro, the YMCA of Greater Richmond has reduced from days to hours the amount of time its HR staff spends preparing reports, such as details on monthly retirement contributions. This YMCA also has been able to better manage its complex payroll because UltiPro supports multiple job codes at multiple pay rates for one person, improving paycheck accuracy and providing valuable information for labor distribution reports.

Reporting also has been important for the YMCA of Kansas City, and UltiPro's Software-as-a-Service (SaaS) delivery enables business intelligence reporting that can help pinpoint areas of excessive overtime or compare compensation by position.

Payroll Director Cindy Lake can then quickly deliver this report to any manager in one of this YMCA's 17 locations. Similarly, managers and employees can use SaaS to access information without having to make phone calls to HR or send emails to the payroll department.

Since activating SaaS in October 2003, the YMCA of Kansas City has streamlined and automated its employee-related operations and avoided purchasing a dedicated server that the organization would have had to maintain and update.

"UltiPro is far superior to the other systems we were looking at," said Lake. "UltiPro has reduced our 1,800-employee payroll processing time from a few days to a few hours. I like the workflow, the integration with our benefits provider, the standard reports, the control I have of the tables, and its user-friendliness."

Lake added that UltiPro helps her organization remain in compliance by creating frequent EEO reports for the city and county, and she also can monitor the status of the nonprofit's affirmative action program.

The Metro Atlanta YMCA has used UltiPro since July 2001, and the solution has helped elevate the organization's HR processes. Rather than spending hours on time-consuming modifications to spreadsheets, the HR and payroll teams now prepare federal reports in a matter of minutes with UltiPro's cohesive reporting.

"As a nonprofit entity, it's our responsibility to be a good steward of the resources at our disposal. Staff members are our greatest resource, and UltiPro gives us the tools to maximize their effectiveness," said Brent Williams, systems analyst at the Greater Richmond YMCA.

Katie Carstens, vice president of human resources for the Metro Atlanta YMCA, agrees with Williams—noting that UltiPro has made a significant difference to her organization's reporting capabilities.

"When we switched to UltiPro, we literally went from peanut butter to caviar," she said. "UltiPro's reporting is phenomenal. All I have to do now is punch 'Go,' and we're done."



"UltiPro has reduced our 1,800-employee payroll processing time from a few days to a few hours. I like the workflow, the integration with our benefits provider, the on-the-spot reporting, the control I have of the tables, and its user-friendliness."

Cindy Lake
Payroll Director
YMCA of Greater Kansas City

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