

# Factory Card & Party Outlet

Retailer Improves Productivity and Workforce Management

## The Customer

Factory Card & Party Outlet, a leading value-priced retailer of party supplies, gifts, greeting cards, gift wrap, and other special-occasion merchandise

## Industry

Retail

## Number of Employees

2,700

## Key Benefits

- \* Eliminates the need for on-site system maintenance and upgrades
- \* Increased productivity
- \* Enhanced, real-time reporting and auditing capabilities
- \* Integration with third-party service providers



## Company Profile:

Factory Card & Party Outlet ([www.factorycard.com](http://www.factorycard.com)), based in Naperville, Illinois, operates 173 company-owned retail stores in 20 states, offering a vast assortment of party supplies, gifts, greeting cards, gift wrap, and other special-occasion merchandise at everyday value prices. Its mission is to offer customers the best value, selection, and service for any special event.

## The Challenges:

Because it was using an HR system that was no longer going to be supported, Factory Card & Party Outlet took the opportunity to scrutinize competitive offerings in the market. The complexities inherent in supporting a successful retail business called for an integrated payroll and workforce management solution that could effectively manage high turnover, seasonal payroll changes, and a geographically distributed workforce.

Because the retail industry faces an inherently high annual turnover rate, the volumes of documentation required to support a transitory employee base slowed productivity and created multiple complexities and additional costs for the business.

Furthermore, Factory Card & Party Outlet's previous system did not integrate with the company's third-party health insurance system, doubling the work required to funnel data between the systems.

## The Solution:

When Factory Card & Party Outlet began searching for an HR/payroll solution, it initiated extensive research beginning with issuing a formal RFP. The company established a 100-point scoring system to rate each responding vendor. At the end of the evaluation, Ultimate Software received the top grade – 100 out of 100 points. With cost weighing in as a large part of the final determining factor, Factory Card & Party Outlet calculated the expected return on investment and found that UltiPro would pay for itself in 30 months or less.

### Ultimate Software's Hosted Solution Saves Time and Money

Factory Card & Party Outlet selected Ultimate Software's hosted delivery model, Intersourcing. This solution ensures that Factory Card & Party Outlet is liberated from the work and costs associated with day-to-day maintenance and systems upgrades because those tasks are handled by Ultimate Software. Moreover, Intersourcing offers the reliability and security businesses need today and tomorrow through a world-class data center with multiple layers of protection.

### Reporting Improves Workforce Management

Factory Card & Party Outlet relies on UltiPro's reporting capabilities as a strategic management tool to track workforce trends and employee productivity for each store. UltiPro's reports help the company stay abreast of employee metrics despite the constant influx of new employees. UltiPro gives Factory Card & Party Outlet a true breakdown of vital metrics such as employee status, compensation, and seniority. The company uses that information to perform basic cost analyses of productivity. Instead of spending weeks or months investigating and updating the status of active employees, the company spends minutes to gain an accurate understanding of staffing levels and employee payroll.

### Integration Eliminates Duplication

UltiPro's integrated HR/payroll alleviated the need for different departments to rekey new-hire employee information into separate HR, payroll, and benefits databases. Once a new employee's information is entered, all departments within Factory Card & Party Outlet's corporate office have access to it for completing necessary tasks such as establishing benefits and managing time and attendance.

Factory Card & Party Outlet also used UltiPro to dramatically improve health benefits administration. For years, the company supported separate systems and databases to process information between the payroll service bureau and its healthcare insurer. Manual entries and constant updates meant countless hours of data entry. UltiPro eliminated the cumbersome process by offering a simple export template that can be transmitted directly to Factory Card & Party Outlet's health insurance provider.

### Employee Empowerment Saves Money

With the help of UltiPro, Factory Card & Party Outlet's payroll manager, Gina Dever, was able to save the company \$75,000. Using UltiPro's auditing capabilities, Dever determined that Factory Card & Party Outlet had been paying inaccurate tax rates. Taking advantage of UltiPro's tax filing system and reworking quarterly returns, Factory Card & Party Outlet was refunded \$75,000. Dever was awarded the company's President Award as a result of these savings.

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