

Company Profile

About Ultimate Software: Headquartered in Weston, Florida, Ultimate Software is a leading provider of strategic HR, payroll, and talent management solutions for organizations of all sizes. The Company markets award-winning UltiPro[®] as licensed software and as a hosted HR/payroll service through Intersourcing[®].

Since its inception, Ultimate Software's goal has been product excellence – the “ultimate software” for human resource and payroll professionals. The vision is simple: to deliver the most flexible, comprehensive solution for companies to manage their payroll, HR, benefits, and talent management functions strategically. The Company's exclusive focus on HR, payroll, and talent management has resulted in solutions characterized by ease of use, robust built-in functionality, superior technology, low cost of ownership, and rapid implementation – with a quantifiable return on investment.

Ultimate Software's award-winning UltiPro enables you to manage every aspect of the employee life cycle – from recruitment through retirement. UltiPro delivers “end-to-end” HR and talent management functionality, including recruitment, payroll, benefits administration, compensation management, performance management and reviews, talent retention tools, time and attendance, workforce scheduling, rich reporting and analytical decision-making tools, plus a central Web portal that serves as the gateway for your workforce to access company-related activities. The end result is an empowered staff that can access critical information quickly and perform routine business activities more efficiently. Best of all, UltiPro helps your HR team operate on a more strategic level – and that translates into better service for your most important asset – your talented employees.

Ultimate Software's focus on excellence over the past 15+ years has earned the Company a solid reputation, a history of long-term relationships, and an industry-leading customer retention rate of 97%. The Company employs approximately 700 professionals who are united in their commitment to developing trend-setting solutions and delivering quality service. Ultimate Software services more than 1,500 customers representing more than 3 million employees, including The Container Store, Elizabeth Arden, Major League Baseball, The New York Yankees Baseball Team, Nintendo of America, Ruth's Chris Steak House, and SkyWest Airlines.

Award-Winning Solution:

UltiPro is an industry leader in strategic HR, payroll, and talent management – delivering more out-of-the-box functionality than any other provider. UltiPro's “end-to-end” HR and talent management functionality includes recruitment, payroll, a workforce portal with employee and manager self-service, benefits administration, compensation management, performance management and reviews, talent retention tools, time and attendance, workforce scheduling, rich reporting and analytical decision-making tools, and more.

UltiPro's workforce portal can serve as your company's communications hub and the central gateway for business activities because it delivers functionality for everyone in your organization – HR and financial departments as well as executives, staff managers, and individual employees. With the UltiPro workforce portal, your HR/payroll staff, managers, and administrators can complete daily employee administration tasks, administer benefits, manage staff, and access reporting in real-time, from one central location. Managers and executives can access commonly requested reports and analyze workforce statistics and trends on-demand. Your employees can access pay and benefits information, get questions answered, and complete routine updates instantly. Plus, the UltiPro portal connects your entire workforce, keeping everyone in the company on the same page about your business initiatives and reduces operating costs by eliminating the need to print and distribute paper communications, handbooks, forms, and even paychecks. The UltiPro portal also offers features to easily extend the portal into other areas of the enterprise, making it truly the central hub for your business activities.

On-site Software or Hosted HR/Payroll Software-as-a-Service:

Ultimate Software's solutions are available as on-site software or through the hosted service model, Intersourcing, for either a one-time license fee or a Software-as-a-Service (SaaS) offering. With UltiPro hosted through Intersourcing, organizations receive the best of both in-house and outsourced HR and payroll advantages, including complete access to critical employee data, a Web portal for managers and employees, business intelligence tools for executive decision-making, and comprehensive HR, payroll, and talent management functionality – all with no additional requirement for in-house IT support. Ultimate Software provides all the hardware and system software, hosts UltiPro at a world-class data center, and upgrades and maintains the system.

- Recent Industry Recognition:**
- In June 2007, Ultimate Software was ranked the third best medium-sized company to work for in America by The Great Place to Work® Institute, the same research and management consultancy that produces FORTUNE's "100 Best Companies to Work for" list for large companies, and the Society for Human Resource Management (SHRM). This is the company's third consecutive year on the best medium-sized companies to work for list and the second consecutive year to be ranked third.
 - In June 2007, Ultimate Software won an American Business Award, or "Stevie" for Best IT Team. The award recognizes IT's support of the company's hosted service delivery model Intersourcing, customer satisfaction with the services, and the software-as-a-service model's positive impact on Ultimate Software revenues.
 - In February 2007, ASPnews named Ultimate Software one of the world's 25 leading service providers for the application service provider (ASP), Software-as-a-Service (SaaS), and Web Services industries for the fourth consecutive year.
 - Ultimate Software's customer support center was certified for the eighth consecutive year in November 2006 under the prestigious Service Capability & Performance (SCP) Certification program. SCP Certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and represents best practices in the industry.
 - In September 2006, Forrester Research, Inc. ranked Ultimate Software as a "Leader" in U.S. midmarket HR management solutions in its Forrester Wave™ human resources management systems report. Ultimate Software was recognized for its leading HRMS functionality and success in delivering it as a SaaS [Software-as-a-Service] offering.
 - In June 2006, Ultimate Software won the American Business Award, or "Stevie," for Best Customer Service Organization. The American Business Awards is the only national, all-encompassing business awards program honoring great performances in the workplace.
 - In April 2006, Ultimate Software was selected winner of the Service & Support Professionals Association (SSPA) STAR Award for Best Practices in Managing People. The SSPA STAR Awards recognize the most innovative best practices for customer service and support delivery. The Managing People category acknowledges companies that demonstrate best practices resulting in high employee satisfaction and low attrition rates, ultimately enhancing customer support services.
 - Ultimate Software was positioned in the Leader quadrant of the Gartner Magic Quadrant for Midmarket HRMS for the second time in February 2006. Gartner defines "Leaders" in this Magic Quadrant as "vendors whose performances excel in the U.S. for midmarket HRMS solutions" by delivering "breadth and depth of HRMS functionality."
 - In October 2005, Ultimate Software was ranked one of the top six worldwide software on-demand vendors by IDC, the premier global provider of market intelligence, advisory services, and events.
 - Ultimate Software was named the Human Resources Outsourcing (HRO) Association's Payroll Provider of the Year in April 2005. Ultimate Software and its hosted model, Intersourcing, were selected by a team of judges who are leading HRO analysts.
 - Ultimate Software won TechHR's Enterprise-Level HR Technology of the Year award for its hosted service offering, Intersourcing, in May 2004.

Pricing and Availability: Ultimate Software markets UltiPro through a direct sales team and through co-branding alliances. Pricing varies based upon functionality requirements, number of employees, customer requirements, and services provided.

Professional Services: Successful implementation in the shortest timeframe is Ultimate Software's goal for every customer. A major difference in Ultimate Software's approach is its emphasis upon expert, *fast* implementation by its highly trained staff. Ultimate Software's dedicated professionals meet customers face-to-face, determine their requirements, design, and implement UltiPro to meet their unique needs, convert their data, train staff, and provide ongoing support – all for a cost-effective price. While UltiPro delivers an exceptional amount of built-in functionality, full customization and implementation services are available from our professional services team.

Customer Service: One of the key reasons customers select Ultimate Software is to experience the industry's best customer support from dedicated, long-tenured service professionals who are Certified Payroll Professionals (CPPs). The Company provides three-tier, SCP-certified product support, 24 hours a day, seven days a week through a named service representative who is familiar with your business needs. In addition to 24 x 7 support, Ultimate Software delivers a variety of support services via its Support Web site, including a News Page, Frequently Asked Questions, a newswire service, and the ability to make product enhancement requests. Ultimate Software also works with an UltiPro Client Advisory Board and assists UltiPro User Groups.

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