

Company Profile

About Ultimate: Headquartered in Weston, Florida, Ultimate Software is a leading cloud provider of people management solutions for businesses across all industries.

Since 1990, Ultimate'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 strategically manage HR, payroll, benefits, and talent management. The company's exclusive focus on HCM has resulted in solutions characterized by ease of use, robust built-in functionality, superior technology, low cost of ownership, and rapid activation — with a quantifiable return on investment.

Ultimate's award-winning UltiPro solution provides a comprehensive approach to managing the employee life cycle — from recruitment through retirement. UltiPro delivers end-to-end, strategic HR, payroll, and talent management functionality, including recruitment, onboarding, payroll, benefits administration, compensation management, performance management and reviews, succession management, 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's focus on excellence has earned the company a solid reputation and a history of long-term relationships, with a 96% customer retention rate. The company employs approximately 1,400 professionals who are committed to developing trend-setting solutions and delivering quality service. Ultimate has more than 2,300 customers representing diverse industries, including Adobe Systems Incorporated, The Container Store, Culligan International, Major League Baseball, Nikon Inc., Revlon, Texas Roadhouse, and Yamaha Corporation of America.

Award-Winning Solution: UltiPro is an industry leader in HCM — delivering more out-of-the-box functionality than any other provider. UltiPro's end-to-end HR and talent management functionality includes recruitment, onboarding, payroll, employee and manager self-service, benefits administration, compensation management, performance management and reviews, succession management, career development, talent retention tools, time and attendance, workforce scheduling, rich reporting and analytical decision-making tools, and more.

UltiPro's Web 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 portal, your HR/payroll staff, managers, and administrators can complete daily employee administration tasks, administer benefits, manage staff, and access reporting in real-time — all 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 connected to your business initiatives, and reduces operating costs by eliminating the need to print and distribute paper communications, handbooks, forms, and 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.

HR/Payroll through SaaS Ultimate Software's UltiPro solution is available through the SaaS model with a per-employee-per-month subscription. With UltiPro delivered through SaaS, 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 requirements for in-house IT support. Ultimate Software provides all the hardware and solution software, houses UltiPro at a world-class data center, and performs all upgrades and maintenance for the HCM solution.

Recent Industry Recognition:

- In January 2012, Ultimate Software was ranked #25 on FORTUNE Magazine's annual list of the Best Companies to Work For. This prestigious list rates the top 100 U.S. companies with more than 1,000 employees that are using smart people management strategies to develop a highly productive and satisfied workforce.
- In January 2012, Ultimate announced that more than 7 million person records are being supported in its SaaS environment, making UltiPro the industry's most widely used cloud solution in the HCM marketplace.
- Ultimate's customer support center was certified for the 13th consecutive year in December 2011 under the prestigious Service Capability & Performance (SCP) Certification program.
- In November 2011, Ultimate Software received a 2011 Forrester Groundswell Award for the effectiveness of its online customer community. These awards were established by Forrester Research to identify excellence in achieving business and organizational goals through innovation in social technology applications.
- In November 2011, Ultimate Software received a 2011 SuperNova Award from Constellation Research. These awards acknowledge organizations that have successfully applied emerging and disruptive technologies that are benefiting their customers.
- In January 2011, Ultimate was recertified for ISO/IEC 27001 Certification, a global industry standard created by the International Organization for Standardization and the International Electrotechnical Commission that validates which organizations have deployed a sound and secure information security management system. In 2008, Ultimate was the first HR/payroll SaaS provider to achieve ISO/IEC 27001 Certification.
- In December 2010, Ultimate was named an Optimas Award winner by Workforce Management magazine. Since 1991, the Optimas Awards have been presented annually to 8 to 10 companies across the globe to recognize workforce management initiatives that directly improve business results. Other Optimas winners in 2010 included Microsoft, IBM, and Infosys Technologies.
- In December 2009, Ultimate's UltiPro was named the winner of THINKstrategies' Best of SaaS Showplace (BoSS) Awards, honoring cloud-computing companies that produce tangible business benefits.
- In June 2009, Ultimate was ranked #1 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. Ultimate was ranked #1 on the same list in 2008 — the only company to achieve this ranking for two consecutive years.
- In June 2009, Ultimate's UltiPro delivered through SaaS won first place in the People's Choice Stevie[®] competition for Favorite New SaaS Product, sponsored by the American Business AwardsSM.
- In April 2009, Ultimate was awarded the 2009 IHRIM Partners Award for its contributions to the practice of HCM.

Pricing and Availability:

UltiPro is marketed through a direct sales team. Pricing is available on a subscription basis and varies based upon functionality requirements, number of employees, customer requirements, and services provided.

Professional Services:

Successful activation in the shortest timeframe is Ultimate's goal for every customer. A major difference in Ultimate's approach is its emphasis upon expert, fast activation by its highly trained staff. Ultimate's dedicated professionals meet each customer face-to-face, determine its requirements, design and deploy UltiPro to meet its unique needs, convert its data, train staff, and provide ongoing support — all for a cost-effective price.

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 required to become Certified Payroll Professionals (CPPs). The company provides three-tier, SCP-certified product support, 24 hours a day, 7 days a week through a named service representative who is familiar with your business needs. In addition, Ultimate 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.

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