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Company Profile

About Ultimate Software:

Headquartered in Weston, Florida, Ultimate Software is a leading provider of unified, end-to-end human capital management (HCM) solutions for organizations of all sizes. The company markets award-winning UltiPro® as on-premise software and as Software-as-a-Service (SaaS).

Since its inception, 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 manage their HR, payroll, benefits, and talent management functions strategically. 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 implementation — with a quantifiable return on investment.

Ultimate's award-winning UltiPro provides a unified 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, 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 over the past 19+ years has earned the company a solid reputation and a history of long-term relationships, with 97% retention of customers who implement UltiPro through SaaS. The company employs approximately 1,000 professionals who are committed to developing trend-setting solutions and delivering quality service. Ultimate has more than 1,900 customers representing diverse industries, including such organizations as The Container Store, Elizabeth Arden, Major League Baseball, The New York Yankees Baseball Team, Nintendo of America, Ruth's Chris Steak House, and Sony Music Entertainment.

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, 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, 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 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 Software-as-a-Service or On-Site Software:

Ultimate's solutions are available as on-premise software or 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 requirement for in-house IT support. Ultimate provides all the hardware and system software, hosts UltiPro at a world-class data center, and upgrades and maintains the system.

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Recent Industry Recognition:

- In December 2009, Ultimate's UltiPro was named the winner of THINKstrategies' Best of SaaS Showplace (BoSS) Awards, honoring Software-as-a-Service and cloud-computing companies that produce tangible business benefits for users.
- 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, and the Society for Human Resource Management (SHRM). Ultimate was ranked #1 on the same list in 2008.
- 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 Awards℠.
- In April 2009, Ultimate was awarded the 2009 IHRIM Partners Award for its contributions to the practice of HCM.
- In February 2009, Ultimate announced that more than 1 million employees across North America are being paid with Ultimate's UltiPro delivered through SaaS, making UltiPro the industry's most widely used end-to-end HCM SaaS solution in North America today.
- Ultimate's customer support center was certified for the 11th consecutive year in December 2009 under the prestigious Service Capability & Performance (SCP) Certification program. SCP Certification quantifies the effectiveness of support based upon a stringent set of service capability and performance standards and represents best practices for delivering world-class technology service and support.
- In October 2008, Forrester Research, Inc. named Ultimate the sole "Leader" in its Forrester Wave™ report on HR Management Systems in the U.S. Midmarket, with the top score for product strategy and vision, cost and value, and overall current offering. Forrester also named Ultimate a "Leader" and the top-rated vendor for strategy in its Multinational Enterprise evaluation of HR Management Systems.
- In June 2008, Ultimate won an American Business Award or "Stevie" for Best Product Development Team. The award recognizes development in several areas including delivery of the first single-database SaaS HR/payroll solution for Canadian employees and successful execution of enhancing Web services with Microsoft C#.NET and ASP.NET. Ultimate also won this award in 2003.
- In June 2008, Ultimate was named to BusinessWeek's Hot Growth 50 list of the fastest-growing small companies in the U.S. and was ranked the #4 company for highest return on invested capital.
- In January 2008, Ultimate became the first HR/payroll SaaS provider to achieve ISO/IEC 27001 certification. ISO/IEC 27001 is a global industry standard created by the International Organization for Standardization and the International Electrotechnical Commission that validates organizations that have implemented a sound and secure information security management system.
- In June 2007, Ultimate won an American Business Award for Best IT Team. The award recognizes IT's support of the company's SaaS model, customer satisfaction with the services, and the SaaS model's positive impact on revenues.
- In February 2007, ASPnews named Ultimate one of the world's 25 leading service providers for the application service provider (ASP), SaaS, and Web services industries for the fourth consecutive year.
- In June 2006, Ultimate won the American Business Award for Best Customer Service Organization.

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 implementation in the shortest timeframe is Ultimate's goal for every customer. A major difference in Ultimate's approach is its emphasis upon expert, fast implementation by its highly trained staff. Ultimate'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 services are available from our professional services team.

Customer Service:

One of the key reasons customers select Ultimate 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, seven 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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