

## FINANCIAL SERVICES COMPANY

USES ULTI PRO PERCEPTION TO GIVE MANAGERS FASTER, BETTER EMPLOYEE INSIGHT



### INDUSTRY

Banking



### NUMBER OF EMPLOYEES

4,500



### KEY BENEFITS

- Ease of use enables employees to complete the survey quickly
- Survey creation process is simple for HR
- Manager access to survey results enables leaders to gain real-time insight

## OVERVIEW

First Horizon has been an Ultimate customer since 2002, using UltiPro to optimize HR operations and improve the employee experience.

## CHALLENGE

Prior to moving to UltiPro Perception, the company ran its annual Climate Survey, a companywide pulse of employee satisfaction and alignment with company values and goals, through its third-party learning management system. The use of that system for the Climate Survey stretched the technology beyond its design.

As a result, while First Horizon began administration of its survey every August, the process often carried into March, giving managers little time to make changes before the next survey was released. When each Climate Survey closed, HR spent days collecting and compiling survey results. Then, at substantial cost, the financial services company had to send the raw data to an outside consultant to create metrics and reports, which were visible only to HR. Therefore, the HR team had to create and send more than 500 emails, for each company manager, with relevant results.

## SOLUTION

First Horizon's HR leadership sought a new

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Mario Brown Ed.D.  
HR consultant  
First Horizon

survey method that would provide statistically sound analysis, give HR control over how the data is sorted and presented, make dashboards accessible to managers across the organization, and provide results in real time. First Horizon selected UltiPro Perception and completed its rollout in two weeks.

“We launched our annual Climate Survey and the feedback has been tremendous. Our employees love it, and I love it,” said Mario Brown, Ed.D., HR consultant at First Horizon. “Employees have taken note of UltiPro Perception’s ease of use, particularly how quick and simple it is to complete the survey. From an HR perspective, the survey creation process was a breeze. I took our regular Climate Survey questions and just dropped them into the system. Although we have different business units, UltiPro Perception lets us present only the most relevant questions to employees in each division.”

access to relevant comments, an especially useful tool if you know an issue has been a hotspot in your area.”

## RESULTS

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Brown reports that he has been monitoring survey participation and results in real time, and has already begun creating reports for multiple stakeholders, including managers, HR and its business partners, and the CHRO.

“With UltiPro Perception, I will be able to provide a summary screen for managers so they can see upfront the traditional drivers of engagement for our company, and how their results for these key metrics compare with the organization overall,” said Brown. “I am also excited to provide our managers with access to the text screen, which shows them open-ended survey responses. With our previous process, our managers would get directional and category information, but they would need to contact my team if they wanted more detail and deeper insights. Now, they can view the comments automatically pulled by UltiPro Perception at the organizational level and the free-text responses for their particular business line. Clickable keywords also provide