

GPS Hospitality, an operator of more than 400 Burger King and Popeyes Louisiana Kitchen restaurants, has more than 10,000 active employees who strive to stand out in a competitive industry by maintaining a commitment to being “Service Obsessed.”

GPS Hospitality Manages Acquisition, Growth to 10,000 Employees with UltiPro

TOP CHALLENGE

As a culture-conscious company that believes people are its greatest asset, GPS Hospitality sought HR technology that could deliver a great employee experience. The company selected UltiPro in October 2016, and, two months later, made an acquisition that doubled its size from 200 to 400 restaurants.

Solutions

The people and technology behind UltiPro assisted GPS Hospitality in its complex transformation.

GPS Hospitality partnered with UltiPro Managed Services, Ultimate’s full-service HR and payroll administration option, to help manage this transition.



KEY BENEFITS

-  With minimal HR and payroll staff, company doubled in size and easily hit its UltiPro go-live date
-  UltiPro’s configurability helped eliminate substantial manual tasks
-  Ultimate’s customer service has delivered great value and supported the partnership

Results

UltiPro’s unified HCM application and ability to effectively manage employee-related transactions saved substantial resources.

Ultimate’s customer service has been valuable aspect the company’s partnership with Ultimate.

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“In all my years working with HCM solutions, I have never felt as much support on a product as I do with UltiPro.”

CHRISTY NORRIS, DIRECTOR OF PAYROLL AND HRIS

Solutions

“With minimal HR and payroll staff, we were able to absorb about 5,000 new employees into our system and had no trouble hitting our UltiPro go-live date of April 1, 2017,” said Christy Norris, director of payroll and HRIS at GPS Hospitality. “The people and technology behind UltiPro assisted us in our complex transformation. The Ultimate launch team understood our staffing challenges and collaborated with us to support our business objectives.”

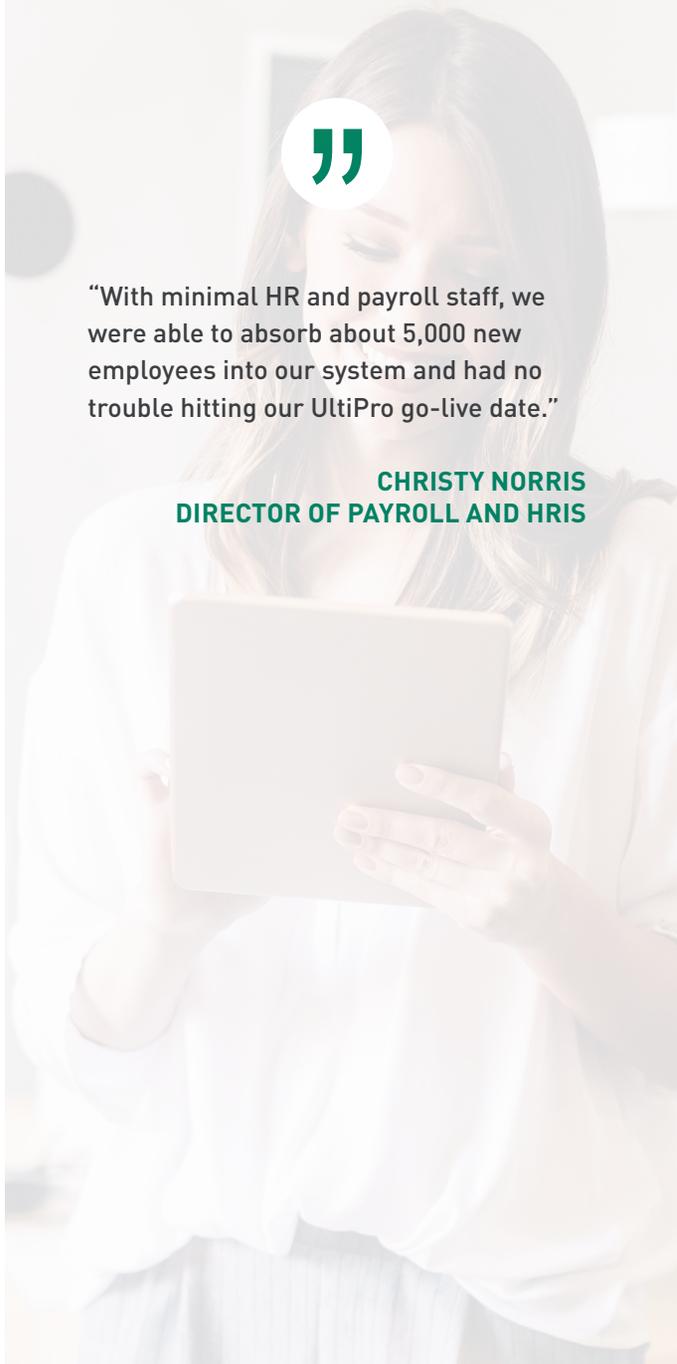
GPS Hospitality partnered with UltiPro Managed Services, Ultimate’s full-service HR and payroll administration option, to help manage this transition. According to Norris, the company relied on Ultimate for administrative operations throughout 2017, and then transitioned to run its own payroll beginning in 2018.

Results

“With more than a decade of HCM administration experience on three other solutions, I found over the past year that UltiPro’s usability sets it apart,” said Norris. “I love how easy it is to configure UltiPro for our particular needs. For example, a platform-configuration rule for a job change eliminated a substantial manual task when we promoted an assistant manager to general manager. I was also able to build our org levels and set them up by region, district, and division. With UltiPro, I can change the names of fields and edit labels to enhance the user experience for both HR and the employee. Most importantly, because UltiPro is an integrated HCM suite, I only have to make a change in one place and it populates everywhere.”

While Norris has enjoyed UltiPro’s unified HCM application and ability to effectively manage employee-related transactions, she reports that Ultimate’s customer service has been the most valuable aspect of her partnership with Ultimate.

“What I love most about Ultimate that I always have a team I can reach out to,” said Norris. “I have a number of Ultimate employees dedicated to my account—an expert who is continually optimizing my configuration, a relationship manager focused on my strategic goals, and the whole team is in touch with one another. In all my years working with HCM solutions, I have never felt as much support on a product as I do with UltiPro.”



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