

## PROGREXION

LEVERAGES ULTIPTRO TO MAXIMIZE HCM INVESTMENT, SUPPORT WORKFORCE



### INDUSTRY

Call Center



### NUMBER OF EMPLOYEES

3,000



### KEY BENEFITS

- Ultimate's expert, hassle-free rollout enabled HR to devote more time to change communication
- Progrexion's new level of reporting is changing the decision-making paradigm in the C-suite
- Access to Ultimate Software training courses and educational resources are helping HR get the most from the company's investment in HCM technology

## OVERVIEW

Progrexion is a technology-enabled consumer services business that leads the way in credit repair. Progrexion technology and services are used by Lexington Law Firm and by CreditRepair.com, a Progrexion subsidiary, and have a combined employee base of more than 3,000.

## CHALLENGE

Prior to UltiPro, Progrexion relied on manual, paper-intensive processes for a variety of HR tasks, while struggling with simplistic and often-outdated reporting. Progrexion sought an HCM solution that would help combat the industry's traditionally high turnover with faster onboarding, better reporting on retention, and fewer administrative burdens for employees.

## SOLUTION

"Ultimate's deployment was the best vendor experience of my career," said Brett Garlick, director of HR services at Progrexion. "Ultimate didn't just meet our expectations; they delighted us during the process. Ultimate's launch experts sincerely cared about our success, and every challenge was met with a solution. Because of our expert, hassle-free rollout, HR was able to devote more time to change communication, and we achieved a smooth transition companywide to UltiPro."

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Director of HR services  
Progrexion

Once active, Progrexion began using UltiPro Business Intelligence to address key business issues and make data-driven business decisions.

“With UltiPro, we are able to furnish data to our executives that they have never had before,” said Garlick. “We have made the information available through real-time dashboards and regular, automated reports. Our new level of reporting is changing the decision-making paradigm in the C-suite, and boosting the perception—and reality—of HR as a strategic business partner.”

## RESULTS

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As Progrexion executives increasingly recognize the value of business intelligence, Garlick and his team are taking advantage of Ultimate’s free training to maximize the value they provide to the company’s leadership. Garlick reports that access to Ultimate Software training courses and educational resources are helping HR get the most from the company’s investment in HCM technology.

“Every time I take a class in the Customer Success Portal, I learn something that can elevate the service HR provides,” said Garlick. “In addition, the learning opportunities available to my staff—in areas such as benefits, payroll and business intelligence—can improve their technical skills and overall knowledge of human resources. Ultimate’s training is making my staff more valuable and opening up additional paths for their careers with us.”