



# The Container Store Controls Costs and Empowers Employees with UKG Pro

The Container Store is the original storage and organization specialty retailer and the only national retailer solely devoted to the category. The company provides creative, multifunctional, customizable storage and organization solutions that help its customers save time, save space and improve the quality of their lives.

The Container Store has built their brand on the joyful conviction that their employees are their top priority and most treasured asset. Because of this, The Container Store has been recognized for 19 consecutive years as an employer of choice by FORTUNE magazine on its annual list of 100 Best Companies to Work for in America.

Employees: 4,400

Industry: Retail

## Top Challenge

With the challenges of supporting geographically dispersed employees, The Container Store found managing paperwork and quickly providing relevant reporting had become overly time-consuming and complex.

## Solutions

Employees now have immediate, secure access to view and update personal information, benefits information, direct deposit preferences, and more.

Employees can easily update records at home, at work, or on the road and then take greater control over their employment information.

## Results

With UKG Pro's cloud access and employee self-service, HR teams and management can post forms and documents so The Container Store's workforce can quickly access, view, or print these documents at their convenience.

By migrating to a paperless environment, the company's benefits and payroll staff no longer has to spend considerable work hours printing and distributing paychecks, company manuals, and other critical information.



## Key Benefits

- Strengthens the company's award-winning commitment to employees
- Frees the IT department from system upgrades and maintenance
- Elevates the strategic contributions of HR

**“Because of Pro, we reassigned a part-time person who coordinated some daily HR/payroll tasks to more critical activities. This is essentially like adding a new person to the company without the additional costs.”**

**Claudine Tudgay, Senior Director of Payroll & Benefits**

## Challenges

With a growing employee base, The Container Store understood the importance of maintaining its commitment to employee satisfaction and the unique culture it has created.

Limited internal resources for managing and maintaining the existing HR/payroll system put an undue burden on the company's IT, Payroll and Benefits departments.

Additionally, with the challenges of supporting geographically dispersed employees, The Container Store found managing paperwork and quickly providing relevant reporting had become overly time-consuming and complex.

## Solutions

The Container Store turned to UKG, formerly Ultimate Software, and its UKG Pro, formerly UltiPro solution, to overhaul a critical component and enhance the once manual and time-consuming payroll and benefit processes.

UKG Pro, delivered as Software-as-a-Service (SaaS), is streamlining the management of payroll service and benefits while offering important business returns, such as increased employee satisfaction and reduced administration.

The Container Store implemented Pro's web-based employee and manager self-service. Through the website, employees have secure access to personal and benefits information allowing them to quickly and easily make changes online. Managers also have secure access to make employee changes, including job and salary, online.

The Container Store has also utilized UKG Pro's Document Acknowledgment feature allowing employees to quickly view and acknowledge required documentation through Pro.

## Results

By having real-time, online access to simple benefits and payroll administration, employees can easily update records at home, at work, or on the road and then take greater control over their employment information.

With Pro's cloud access and employee self-service, HR teams and management can post forms and documents so The Container Store's workforce can quickly access, view, or print these documents at their convenience. By having a central location to disseminate information electronically, including paychecks, The Container Store has migrated to a paperless environment. The company's Payroll and Benefits department no longer has to spend considerable work hours printing and distributing paychecks, processing annual open enrollments, and other critical information.

Pro with SaaS offers the benefits of an inhouse solution with all the advantages of IT outsourcing. Because the hardware, software, maintenance, storage, and upgrades are managed by UKG, The Container Store's IT staff is free from the effort and expense in handling HR's day-to-day system responsibilities.

By automating some of the HR/payroll workload, Pro reduces many of the time intensive, administrative functions associated with HRMS support. "Because of Pro, we reassigned a part-time person who coordinated some daily HR/payroll tasks to more critical activities," said Claudine Tudgay, Senior Director of Payroll & Benefits for The Container Store. "This is essentially like adding a new person to the company without the additional costs."

The Container Store's managers also are making better use of their work hours and establishing more strategic, long-term initiatives. "Beyond the significant benefits of in-house control over our HR and payroll processes," said Tudgay, "Pro is helping us enhance our employee-centric culture while concurrently reducing hard costs and increasing overall productivity levels."