

The Customer

Popeyes Chicken

Industry

Restaurant/Hospitality

Number of Employees

1,700

Key Benefits

- * Enhanced report generation
- * Improved data integrity
- * Greater cross-organizational efficiencies
- * Improved customer support

"To its credit, Ultimate Software's implementation group walked in the door with a methodology that was executed to a T. Ultimate made sure we stayed on schedule, and when all was said and done, we came in under budget."

Douglas Griffin
HRIS and Payroll Director
AFC Enterprises, Inc.



Company Profile:

With approximately 1,700 U.S.-based employees in more than 1,900 stores across the globe, AFC Enterprises, Inc. is the franchisor of Popeyes® Chicken & Biscuits, the world's second-largest quick-service chicken concept based on the number of stores.

The Challenges:

AFC had been using a business process outsourcing (BPO) model from a service bureau. However, the company wanted more functionality and in-house control of its payroll and workforce processes for enhanced report generation, data integrity, and cross-organizational efficiencies.

The Solution:

AFC Enterprises selected UltiPro delivered with Software-as-a-Service (SaaS) and went live in November 2005—taking full advantage of UltiPro's strategic reporting and HRMS/payroll capabilities.

"To its credit, Ultimate's implementation group walked in the door with a methodology that was executed to a T," said Doug Griffin, HRIS and payroll director for AFC. "Ultimate made sure we stayed on schedule, and when all was said and done, we came in under budget."

Griffin and other leaders at AFC eagerly anticipated the rollout of UltiPro in order to benefit from point-in-time reporting, flexible options for analyzing business trends, and a library with hundreds of standard and customizable reports.

"UltiPro has been well-received by our corporate leadership, who appreciate the value of real-time workforce analytics," said Griffin.

Using UltiPro's ad hoc reporting, Griffin and his team are now identifying key performance indicators that evaluate labor costs and sales transactions. With business intelligence available by restaurant, state, job, or other metrics, AFC's management team can compare sales-per-labor dollars against established benchmarks and guidelines. This data provides valuable assistance with decision-making about manpower, such as budgeting and forecasting of labor trends.

Additionally, AFC can handle ongoing corporate acquisitions and divestitures seamlessly—with minimal effort from its current staff.

Griffin also has attended several of Ultimate's training courses to fully leverage the solution's reporting capabilities. Ultimate uses a blended learning approach for training that lets customers select from instructor-led classes in traditional on-site classrooms, virtual classes, electronic Web conferences and training events, or online, self-paced training. Ultimate's courses are task-based, enabling the participant to focus on the skills that he or she will be performing in UltiPro.

"Ultimate's course instructors are highly tenured and extremely knowledgeable about the solution," said Griffin. "The curriculum and content of the courses are both very complete, and the expertise we've gained as a result has really helped our company get the most out of UltiPro."