



Amsurg Achieves Efficiencies for an Expanding Workforce with UKG Pro

AMSURG develops, acquires, and manages physician practice-based ambulatory surgery centers and specialty physician networks. The company operates in partnership with surgical and other group physician practices. Partnering with more than 1,800 physicians at more than 240 outpatient surgery centers across the U.S., Nashville-based AMSURG is the recognized leader in the development, management, and operation of outpatient surgery centers. The company's surgery centers provide high-quality, low-cost surgical services that receive high ratings for patient satisfaction.

Employees: 4,000
Industry: Healthcare

Top Challenge

Previously, the healthcare organization had used multiple systems to handle its complex HR and payroll processes.

Solutions

UKG Pro Performance Reviews makes it easier for managers and employees to participate in the process.

UKG Pro's talent solution enables AMSURG to make a strategic impact by aligning employee goals and performance with business objectives.

Employees have instant access to information in UKG Pro, and their ability to independently complete actions improve accuracy, decrease company risk, and boost satisfaction among employees.

Results

Accelerated process for performance management by 40%.

Cut the time for auditing processes by 50%.



Key Benefits

- Accelerated performance management processes by 40%, providing greater visibility into its workforce
- Increased efficiencies with UKG Pro reducing auditing processing time by 50%
- Consolidated HCM provided employees with real-time, direct access to ensure greater data integrity and increased employee satisfaction

“One of the best wins for our business has been with UKG Pro Performance Reviews, which makes it so much easier for managers and employees to participate in the process. We consider UKG Pro's talent solution golden, because it enables us to make a strategic impact by aligning employee goals and performance with business objectives.”

Regina Jones, Director of Compensation and Benefits

Challenges

Previously, the healthcare organization had used multiple systems to handle its complex HR and payroll processes, primarily relying on a payroll service bureau. With AMSURG's rapid growth, often by acquisition, company leaders knew that technology with a unified suite of features for HCM would deliver significant improvements for both the overall business and for its diverse employees. After an extensive evaluation, AMSURG selected cloud-based UKG Pro, formerly UltiPro, and went live with a fast, seamless deployment.

Solutions

Pro provides customers like AMSURG with a cohesive suite of HCM functionality, including recruitment, onboarding, payroll, benefits, compensation management, and performance management. Employees enjoy the convenience of immediate, 24-7 access to information, and executives and managers can leverage real-time, strategic analytics to help strengthen employee actions and support the overall organization.

Results

"One of the best wins for our business has been with UKG Pro Performance Reviews [formerly UltiPro Performance Management] which makes it so much easier for managers and employees to participate in the process. We consider Pro's talent solution golden, because it enables us to make a strategic impact by aligning employee goals and performance with business objectives," said Regina Jones, PHR, Director of Compensation and Benefits at AMSURG. "Results include better speed, visibility, and accountability. For example, we accelerated our process for performance management by 40%. The time savings have been immense, and we know we can even make more improvements."

In addition to measurable benefits with performance management, AMSURG has also cut the time for its auditing processes by 50%, as well as achieved cost savings with payroll processing, salary planning, recruiting, and onboarding. "As our company continues to expand, having these kinds of business outcomes will only become more important to us," said Jones.

"It's critical for us to know that we are getting maximum value from our HCM technology," said Jones. "Pro has created a dynamic change in how we operate and do business. We also have delivered a positive experience to employees, which can be especially important to the newer people that can come with acquisition. Our employees now have instant access to information in Pro, and they have more control because they can independently complete actions. These real-time capabilities not only ensure accuracy and decrease risk for the company, but also ensure satisfaction among our employees."

In addition, AMSURG sees measurable value in UKG's customer support. UKG's support teams are focused on providing each customer with an exceptional experience, including quick, easy access to a named account manager; fast time to resolution; multiple channels to connect; and strategic, proactive guidance related to the unique requirements of the business.

"One of the many reasons we love UKG is because of the people, the collaborative communication and partnership, and the dedication of its support teams. We really enjoy having one person as our primary resource. Having a consistent, personal relationship with someone who is very knowledgeable about the intricacies of our business makes a world of difference," said Jones. "UKG's free access to learning is also a huge bonus. UKG also highly encourages our feedback on the evolution of its products and services. As a fast-growing healthcare organization, we are always adapting. We find it's a tremendous advantage to be in collaborative partnership with an HCM provider that welcomes and adopts our ideas."