



# 13,000-Employee Consumer and Commercial Services Company Rollins Inc. Uses UKG Pro to Effectively Manage Its Human Capital

Rollins is a premiere global consumer and commercial service company, operating through its family of brands.

Employees: 13,000  
Industry: Professional Services

## Top Challenge

Prior to UKG Pro, the company lacked in-depth HR analytics. Without access to regular, real-time data, managers throughout the organization operated under differing businesses assumptions.

## Solutions

Onboarding process is entirely electronic and data flows directly into UKG Pro, making the transition for new employees from their acquired company much smoother.

Employee access to UKG Pro through the mobile app has provided an enhanced experience for a variety of HR-related tasks.

Employees are finding it easy to respond to UKG Pro Employee Voice surveys on any device.

## Results

Reporting out of UKG Pro People Analytics is improving the company's strategic decision making, with the scheduling function in UKG Pro delivering valuable data to internal stakeholders consistently.

UKG Pro's easy configurability is transforming Rollins' HR with the use of people analytics.

UKG's partnership mindset has helped the company improve the way it uses UKG Pro on a weekly basis.

**"UKG delivers a powerful solution out of the box, but it's also very easy to configure, whether we're creating an additional level of approval or a field to track t-shirt size."**



## Key Benefits

- **UKG Pro facilitates company's acquisition strategy because of the way it can efficiently add new employees to the solution, and entirely electronic onboarding process**
- **UKG Pro has delivered significant value by enabling managers to quickly enter promotions, adjust employee salaries, and change job titles**
- **UKG Pro Employee Voice gives company the ability to survey the sentiment of every employee with just a few clicks**

**Eric Sweet, Senior Manager of HRIS and Compensation**

## Challenges

Prior to UKG Pro, formerly UltiPro, the company lacked in-depth HR analytics. Without access to regular, real-time data, managers throughout the organization operated under differing business assumptions. Rollins sought an HCM solution that would deliver operational visibility and, because the majority of Rollins employees work in the field, provide employees with direct access to their data through their mobile devices.

## Solutions

The company selected UKG Pro and has used the solution to facilitate growth, improve strategic decision making, and support its unique business needs.

“UKG Pro facilitates our acquisition strategy because of the way we can efficiently add new employees to the solution, which allows us to accommodate growth without having to grow administrative headcount,” said Eric Sweet, senior manager of HRIS and compensation for Rollins. “UKG Pro Onboarding [formerly UltiPro Onboarding] has proven particularly useful. For us, onboarding used to entail a separate system which resulted in paper packets input manually by Payroll staff. Now, our onboarding process is entirely electronic and data flows directly into Pro. The transition for new employees from their old company is much smoother.”

Employees’ ability to enter their onboarding information electronically is just one aspect of Pro’s direct access that provides critical infrastructure to Rollins. Sweet reports that Pro has delivered significant value by enabling managers to quickly enter promotions, adjust employee salaries, and change job titles—updates that used to take several weeks. For employees, access to Pro through the mobile app has provided an enhanced experience for a variety of HR-related tasks. Mobile access is also helping the company gain better insight into employees’ evolving needs.

“UKG Pro Employee Voice [formerly UltiPro Perception] has given us the ability to survey the sentiment of every employee with just a few clicks,” said Sweet. “In the past, we’d pay a consultant to design a survey, launch it and give us back the data. The more access to our data we wanted, the more we would have to pay. With Employee Voice, employees are finding it easy to respond to the survey on any device and, because of the ease of use, we also receive more accurate feedback, quickly and economically.”

## Results

In addition to UKG Employee Voice, Sweet noted that reporting out of UKG Pro People Analytics, formerly UltiPro Business Intelligence, has become important to the company’s strategic decision making. Rollins utilizes the scheduling function in Pro to deliver valuable data to internal stakeholders on a daily, weekly and monthly basis. In addition, Rollins configured the solution’s security settings to allow HR leaders across all brands to access and run reports on-demand.

As the company gains visibility into its operations, Pro’s easy configurability is transforming Rollins’ HR with the use of people analytics.

“UKG [formerly Ultimate Software] delivers a powerful solution out of the box, but it’s also very easy to configure, whether we’re creating an additional level of approval or a field to track t-shirt size,” said Sweet. “Most importantly, you don’t have to ask UKG to do it for you, although UKG is ready to provide whatever support you need. While other businesses may charge for contacting support and asking for help, UKG is happy to not only give me an answer to my question, but also to boost my knowledge of the solution. UKG’s partnership mindset has helped improve the way we use Pro almost every single week. And when UKG shows me how to make my job more efficient, it translates into making our employees’ jobs and lives easier.”