



Texas Roadhouse, Inc. Achieves Peak HCM by Moving to Cloud Technology with UKG Pro

Based in Louisville, Kentucky, Texas Roadhouse first opened its doors in 1993. It has since grown to operate more than 460 restaurants in 49 U.S. states and 5 locations across the globe. The company is famous for hand-cut steaks, made-from-scratch sides, fresh-baked bread, and its lively atmosphere. In 2007 and 2008, Forbes magazine ranked the company as one of the 200 Best Small Companies, and in 2009 the company was ranked “Best Value” by readers of Consumer Reports magazine.

Employees: 48,000
Industry: Restaurant

Top Challenge

Texas Roadhouse needed to move from a payroll service to a full suite HCM to achieve higher levels of control, flexibility, united HR and payroll functionality and customizable reporting and business intelligence.

Solutions

Scalable, cost-efficient delivery model offers a reduced cost of ownership.

Platform is backed by a customer service team that is truly exceptional in the HCM industry.

Results

Saving of hundreds of thousands annually on capital costs associated with on-premise software.

Having control of own data gives company the flexibility and speed it needs to provide on-demand, critical data to company leadership.



Key Benefits

- Improved analysis of compensation trends, broker commission costs, and staffing ratios
- Enhanced management of complex commission calculations
- Provided more time for HR to dedicate to strategic activities

“With Pro, we’ve saved \$1.5 million over six years. Plus, having control of our data gives us the flexibility and speed we need to provide on-demand critical data to company leadership. We’re very pleased that we are now experiencing full HCM advantages through superior cloud technology.”

Patrick Sterling, Vice President of Human Resources

Challenges

In 2003, Texas Roadhouse was using a payroll service bureau to handle its people management for thousands of employees located across the U.S.

The restaurant chain selected UKG Pro, formerly UltiPro, in December 2004 to achieve higher levels of control, flexibility, unified HR and payroll functionality, as well as customizable reporting and business intelligence. After tremendous expansion, the company decided it was time to leverage more of UKG Pro's functionality — however new hardware and resources would be needed to support these additional features.

After a seven-year partnership driven by exceptional service and business partnership with UKG, formerly Ultimate Software, Texas Roadhouse decided to take advantage of cloud delivery. With this cost-effective platform, UKG handles the hardware, system maintenance, and upgrades for its customers—which frees HR and IT teams to focus on other core business projects.

Solutions

With UKG's SaaS, business partners like Texas Roadhouse can take advantage of the agility, simplicity, and affordability of a cloud-delivered HCM solution—without the high costs or range of complexities that comes with implementing and maintaining a traditional, on-premise system.

Plus, UKG's tenured, certified professionals handle all the Pro-related maintenance; apply new version upgrades; and maintain all the hardware, software, and customer data at multiple, secured data centers.

This cost-saving, powerful approach delivers a full range of business results, including advanced functionality, improved efficiencies, more control over HCM, and a rapid, measurable ROI.

“Pro has proven to be all we envisioned and much more,” said Vickie Elder, senior payroll manager for Texas Roadhouse, Inc. “And we love that our platform is backed by a customer service team that is truly exceptional in the HCM industry—everyone at UKG is uniformly responsive, knowledgeable, and conscientious.”

“We're very excited that Pro's cloud delivery enables us to leverage UKG's great support services at an even deeper level.”

Results

UKG's cloud technology is deployed via the Web and runs behind a firewall on a local area network or personal computer. This scalable, cost-efficient delivery model offers a reduced cost of ownership by minimizing the expenses of buying, implementing, upgrading, and maintaining on-premise software applications.

Large companies like Texas Roadhouse can save thousands to hundreds of thousands annually on capital costs associated with on-premise software—not to mention additional savings by reducing or eliminating operational costs for implementation, support, training, upgrades, enhancements, and more.

“We made the decision to switch to the cloud platform because it makes better sense and delivers more value for our business—and because we have unequivocal trust in UKG,” said Mark Simpson, senior director of people for Texas Roadhouse, Inc.

“UKG has been offering cloud services since 2002, and the company knows how to deliver premium technology and expert customer support. Pro is now delivering a higher level of HCM advantages across our business, especially transparent upgrades as well as reduced IT expenses and responsibilities.”

“We have an excellent relationship with UKG, and it's because the company treats us like strategic business partners,” said Patrick Sterling, vice president of human resources at Texas Roadhouse, Inc.

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