



Ziegler CFO Hotline<sup>SM</sup>  
 Human Resources and Payroll Software  
 October, 2008

Susan DiGirolamo, CFO, Lutheran SeniorLife (PA) submitted questions to the Ziegler CFO Hotline<sup>SM</sup> regarding Payroll (and Human Resource) software. Her questions are below.

***Do you perform Payroll functions of your community in-house?***  
Summary of Responses N= 127

Payroll In-house?	N=	%
Yes	97	76
No	30	24

***If 'Yes', what software product do you use?***  
Summary of Responses N= 97

Payroll Software Product?	%
Answers on Demand (AOD)	24
Kronos (Timekeeping)	22
ADP	13
Ultipro	9
Sage-ABRA	9
MDI/Achieve	5
Other (4 responses or fewer)	41

Note: Percentage total adds up to 104% because several respondents use the Kronos timekeeping software in addition to their overall payroll software product. Also, several respondents did not mention the payroll software product that is used. There were 34 different payroll software products mentioned by survey respondents and 22 of these products were not used by more than one respondent.

***Do you perform Human Resources functions of your community in-house?***  
Summary of Responses N= 127

HR In-house?	N=	%
Yes	105	83
No	22	17

***If 'Yes', what software product do you use?***  
Summary of Responses N= 105

<b>HR Software Product?</b>	<b>%</b>
Excel	19
AOD	18
Sage-ABRA	11
ADP HRB	9
Kronos	8
Ultipro	8
Ceridian	5
Other (4 responses or fewer)	30

Note: Percentage total adds up to 108% because many respondents use Microsoft's Excel program in addition to their overall human resources software product. Also, several respondents did not mention the human resources software product that is used. There were 27 different human resources software products mentioned by survey respondents and 13 of these products were not used by more than one respondent.

***Are your Payroll and Human Resources software products linked together?***  
Summary of Responses N= 97

<b>Payroll, HR software linked together?</b>	<b>%</b>
Yes	86
No	14

***Are you satisfied with the service department of your payroll software provider?***  
Summary of Responses N= 105

<b>Satisfied with Payroll service department?</b>	<b>%</b>
Yes	55
Generally	36
No	5
N/A	4

The following responses were provided along with "No" or "N/A" answers. If not provided in the quotation, the software product to which the comment refers is provided in parenthesis:

- "I am generally satisfied with the Kronos service we receive but it is very costly. We are shopping to replace Kronos both for HR and timekeeping due to cost and overall complexity of the HR database."
- "Our management company provides Oracle support. If they can't handle a problem, they contact Oracle."

- "When you call, you are told that they are busy and they will call you back." (ADP)
- "Moving from ADP to new providers. We were using ADP for payroll processing and timekeeping (with the assumption that the two companies would talk to each other). That assumption was false and is one of the reasons we are changing providers."
- "The conversion has been going ok; very time consuming, but we want to do this right." (Kronos)
- "We are in the process of switching over to Unitime/AOD from Kronos/SLS. We are dissatisfied with current system, but hope to be very satisfied with new system....time will tell!"
- "ABRA is not linked to our GL software, therefore all entries for payroll must be made by journal entry. We are changing to AOD software and are anticipating switching from ABRA to AOD to achieve that interaction in 2010."
- "Reporting capabilities not what we need." (Ceridian)

***Do you provide payroll reports to your managers?***

Summary of Responses N= 97

Provide payroll reports for managers?	%
Yes	91
No	9

***Which payroll reports do you provide to your managers?***

Summary of Responses N= 88

Which payroll report provided to managers?	%
Labor Distribution	82
Position Control	31
Other	51

***How frequently do you provide these reports to your managers?***

Report	Frequency of Reports?			
	Weekly	Bi-Weekly	Monthly	As Needed
Labor Distribution (N=62)	6.5%	60%	27%	6.5%
Position Control (N=23)	9%	35%	30%	22%
Other (N=34)	0%	47%	38%	15%

Note: The percentages for Position Control do not add up to 100% because one respondent distributes this report on a yearly basis. While there were 45 respondents who said that they

provide “Other” reports to their managers, when specified, nearly 75% of these reports involved PTO, Hours Worked, FTE or FTE per Resident, Accrued Benefits, Overtime Hours Worked, or Vacation reports. 11 respondents did not specify how frequently they provided these reports to their managers.

***Did you prepare a Request for Proposal (RFP) in order to select your human resources and/or payroll software?***

Summary of Responses N= 97

Prepared RFP for HR/Payroll software?	%
Yes	13
No	87

***If ‘Yes’, would you be willing to share it?***

Summary of Responses N= 13

Willing to share RFP?	%
Yes	46
No	54

Note: Several of the “No” responses for willingness to share the prepared Request for Proposal indicated that the RFP had been submitted over five years ago and was not readily available.

If there is a particular response above for which you would be interested in having additional information, please let us know using the contact info below.

Prepared by:

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