

## The Customer

Pitt Ohio Express

## Industry

Transportation

## Number of Employees

2,800

## Key Benefits

- \* Contributed to improvements in on-boarding process
- \* Improved ability to monitor skill sets and identify training needs
- \* Enhanced ability to capture trends used to recommend courses or training to associates or particular groups of employees when needed

"With UltiPro, we can capture trends and recommend that associates or particular groups of employees sharpen their understanding in areas such as coding or loading freight if we see opportunities for improvement. We want both employees and customers to be happy, and UltiPro is giving us the performance management tools to address issues before they escalate."

**Jodi Kerchenske**  
HR Manager  
Pitt Ohio Express



## Company Profile:

A regional less-than-truckload (LTL) freight carrier, Pitt Ohio Express operates a fleet of about 600 tractors and 1,600 trailers. (LTL carriers consolidate freight from multiple shippers into a single truckload.) Pitt Ohio operates from a network of about 20 terminals, primarily in the Midwestern and Mid-Atlantic US. The company extends service into the Southern US and into Canada via alliances with other carriers.

## The Challenges:

Before UltiPro, Pitt Ohio had been using a service bureau that didn't provide the depth of reporting and human resources functionality that the trucking company wanted to improve both standard and analytical reporting and build efficiencies.

## The Solution:

Pitt Ohio Express went "live" in 2002 on UltiPro after an on-time, on-budget implementation and is now experiencing business value as a result of the solution's library of 600-plus standard, customizable reports.

"By using UltiPro's reports to analyze turnover from all angles—such as by reason, length of employment, location, and so on—we made the decision to expand our new hire orientation program to give new employees a better understanding of our culture and expectations. We also developed a formalized process requiring both human resources and managers to follow up with new employees so that they have plenty of opportunities to ask questions," said Jodi Kerchenske, HR manager for Pitt Ohio. "Employee satisfaction and retention are important to us, so we really appreciate being able to pull the information from UltiPro to know how we can make the employee experience as positive as possible."

According to Kerchenske, Pitt Ohio also believes in employee development, so the carrier is using UltiPro's reports to monitor skill sets and identify training needs. In some instances, the human resource team has been able to recommend specific training for individuals or departments based on performance management data.

"With UltiPro, we can capture trends and recommend that associates or particular groups of employees sharpen their understanding in areas such as coding or loading freight if we see opportunities for improvement," said Kerchenske. "We want both employees and customers to be happy, and UltiPro is giving us the performance management tools to address issues before they escalate."

Pitt Ohio is expanding its use of UltiPro to include several more locations, so everyday reports that show seniority numbers, skill sets and new hire details are increasingly important. The HR group uses UltiPro to quickly generate these commonly requested reports that would have required extra fees and wait time with the service bureau Pitt Ohio used previously. With UltiPro, compliance reporting is also available in minutes without spreadsheets or shuffling through employee files.

"We are able to see real-time data in so many different ways now," said Kerchenske. "We create and pull reports on a daily basis with UltiPro and find it very easy to use. We're very pleased that UltiPro has helped HR provide more strategic value to Pitt Ohio."

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