# UKG

# Bloomin' Brands strengthens HCM operations for 80,000+ workforce with UKG Pro

Bloomin' Brands is a portfolio of restaurant brands comprised of Outback Steakhouse, Carrabba's Italian Grill, Bonefish Grill, Fleming's Prime Steakhouse & Wine Bar, and Roy's with over 1,450 restaurants in the U.S. and its territories as well as 19 countries around the world. Since its inception in the 1980s, Bloomin' Brands has grown to become one of the world's largest casual dining companies, with more than 86,000 team members.

Employees: 86,000
Industry: Restaurant / Hospitality

## Top Challenge

Previously, Bloomin' Brands was using a payroll service bureau as well as many different systems and spreadsheets to handle HR operations for its very large population of employees, which also includes approximately 5,000 managers.

## Solutions

UKG Pro, formerly UltiPro, provides Bloomin' Brands with instant connectivity to its large, distributed workforce.

Managers can quickly handle a range of people-centric tasks, like managing employee time and attendance.

UKG Pro Onboarding, formerly UltiPro Onboarding, automates and simplifies the new-hire process, helping Bloomin' Brands provide a smooth experience for HR, managers, and employees.

## Results

By helping Bloomin' Brands better manage its varied payroll complexities, UKG Pro is enabling the company's HR teams to focus on more strategic projects that impact the overall business.

A positive onboarding experience is increasing employee satisfaction, productivity, and engagement while reducing labor costs and saving time for HR staff.



## Key Benefits

- Better managing payroll complexities for very large, diverse workforce across multiple businesses
- Streamlining HCM-related efficiencies and reducing administrative burden on HR teams
- Leveraging strong business partnership to support and strengthen expanding business

"We selected UKG because we were looking for a strong HCM solution as well as a true business partner. We are transforming our people centric operations so that our HR team can better support the business strategically and proactively."

Pablo Brizi, Senior Vice President and CHRO

## Challenges

Previously, Bloomin' Brands was using a payroll service bureau as well as many different systems and spreadsheets to handle HR operations for its very large population of employees, which also includes approximately 5,000 managers.

Company executives at Bloomin' Brands wanted the strongest payroll engine for its businesses as well as a robust, cohesive bundle of HR functionality.

## Solutions

For optimal effectiveness, large organizations need one solution to address their people-centric needs across the organization, especially organizations that have thousands of employees across hundreds of locations around the world.

According to Pablo Brizi, SVP and CHRO, Bloomin' Brands selected UKG Pro as its single HR solution because it easily integrates with other corporate systems and because its HCM capabilities will grow and evolve as the business expands.

Since deploying UKG Pro in 2012, Bloomin' Brands is now addressing HR challenges such as managing a large, dispersed workforce, handling a range of payroll complexities, and reducing the amount of time that HR and business leaders spend on administration.

"We selected UKG because we were looking for a strong HCM solution as well as a true business partner," said Brizi. "UKG has a very rare combination of a people-centric philosophy and a complete focus on HR technology."

Due to the great partnership, UKG was named as "Purveyor of the Year" by Bloomin' Brands at its 25th Anniversary Conference and Celebration.

Cloud-based UKG Pro provides Bloomin' Brands with instant connectivity to its large, distributed workforce. Employees can easily access their HR and payroll details while managers can quickly handle a range of people-centric tasks, like managing employee time and attendance.

## Results

By helping Bloomin' Brands better manage its varied payroll complexities, such as tips and make-up pay, UKG Pro is enabling the company's HR teams to focus on more strategic projects that impact the overall business.

HR processes that used to be time-consuming and paper-laden are now streamlined with UKG Pro. For example, UKG Pro Onboarding automates and simplifies the new-hire process—helping Bloomin' Brands provide a smooth experience for HR, managers, and employees.

When an employee is hired, UKG Pro Onboarding helps companies manage the logistical details that need to be completed before new employees arrive for the first day of work. Using an online, company-customized onboarding package, new employees follow a step-by-step guide that walks them through the orientation process, including the completion of required government and procedural forms (with electronic signatures).

For businesses in the retail and hospitality industries that can hire thousands of employees each year like Bloomin' Brands, managing new hires efficiently is critical. Results with a positive onboarding experience can include increased employee satisfaction, productivity, and engagement—all while reducing labor costs and saving time for HR staff.

"With UKG Pro, we are transforming our people-centric operations so that our HR team can better support the business strategically and proactively," said Brizi.

**"UKG has a very rare combination of a people-centric philosophy and a complete focus on HR technology."**

**Pablo Brizi, Senior Vice President and CHRO**