

Global doughnut icon finds human capital management success with RSM support

Krispy Kreme transforms people processes after UKG Pro implementation

Growing companies often require transforming key technology systems to maintain progress seamlessly. But many organizations do not have the experience to manage such a transition in-house or the in-depth insight into successfully integrating leading solutions without business disruptions.

Krispy Kreme Doughnut Corp. is an iconic international doughnut company headquartered in Charlotte, North Carolina, with more than 8,700 employees in nearly 40 countries. When Krispy Kreme decided to invest in a new human capital management (HCM) system, they chose award-winning UKG Pro (formerly UltiPro) to meet their growing needs. Knowing their lean corporate team did not have experience with this scale of implementation, and that the work would be on top of their full-time responsibilities, they understood it was worth the investment to bring in professional consultants.

Determined to find the best implementation provider, the team at Krispy Kreme sought referrals from respected colleagues, did their homework and brought in RSM US LLP to do the heavy lifting.

With an ambitious timeline, Krispy Kreme found right away that having RSM's knowledgeable, experienced consultants on the job paved the way to get things done more quickly and with better results. "They understood the HR side, the payroll side and the taxes, so that was very helpful in getting our implementation off the ground so quickly," said Kathy Fearington, Krispy Kreme's manager of payroll.

RSM conducted Krispy Kreme's UKG Pro implementation, including:

- Business intelligence reports and training
- General ledger and organization-level setup
- Code configuration and taxation
- Data cleanup and conversion plus parallel testing

Following the successful implementation, the Krispy Kreme team initiated a long-term connection to access various UKG Pro support services from RSM consultants. Fearington says she has already recommended RSM to other organizations. "RSM more than exceeded my expectations. They were always very responsive. I value the relationship we have with RSM."

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RSM became an extension of our team as if we had the experience of going through an implementation before, even though we didn't. They knew what was needed ahead of time. I feel like we didn't hit the ditches because they had the experience that is a level beyond executing and implementing.

Richard Bell,
senior director of business systems,
Krispy Kreme Doughnut Corp.

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