Hornblower integrates 12 acquired companies into a single HR/Payroll system over a 12-month period with Sability.

Client Industry	**Technology**	**Services**
Travel: Yachts, Cruises & Events	**UKG Pro** (Ultimate Kronos Group)	Integrate, Assess, Stabilize, Improve

Situation

> We had pressure to go live on a certain date, but we felt like we weren't making as much progress as we needed."

Hornblower is a rapidly expanding cruise and events dining company that operates boats on the East and West Coasts of the United States, Canada, and London. Expansion goals include offering dinner and ferry cruises, as well as concessions at national parks such as Alcatraz Island, Niagara Falls, and the Statue of Liberty.

The company relies on UKG Pro (formerly Ultimate Software's UltiPro) for all human resources and payroll functions. When the company acquired another business that also used UKG Pro, Hornblower needed to quickly combine the two systems.

Hornblower originally attempted to work with UKG (Ultimate Kronos Group) Professional Services team to merge the systems, but due to the aggressive timeline, an alternate plan was needed.

"We had pressure to go live on a certain date, but we felt like we weren't making as much progress as we needed," said Andrea Da Silva, Corporate Director, HRIS and Payroll at Hornblower. "We kept seeing the weeks go by without enough progress."

As Andrea and her team got closer to their deadline, they realized they needed UKG integration experts.

"We needed somebody who had knowledge and access to really push us along," said Andrea. "We asked our account manager at Ultimate Software for a partner recommendation so we could make our timeline." That's when Hornblower became aware of Sability.

> I don't think that we would have been able to acquire and go live with a lot of our acquisitions without knowing that we have Sability as a partner. If we did not have them—we would probably have to push out a lot of the timelines for our acquisitions, which could slow our growth as a business."
>
> **Andrea Da Silva**
> Corporate Director, HRIS and Payroll, **Hornblower**

SABILITY
HUMAN CAPITAL CONSULTING

HORNBLOWER

Solution

"

Sability provided not just one consultant but a whole team that was ready, available, and willing to meet our goal."

Hornblower partnered with Sability for their UKG implementation project because of the Sability team's in-depth, first-hand experience with UKG.

"We chose Sability because we were looking for a team with hands-on experience with Ultimate Software, someone who was very familiar from a client side and an admin side," said Andrea.

For the first acquisition, Sability had a one-month timeframe to work with Hornblower and UKG to meet the project deadline. It was a challenge that Sability readily accepted, and the consulting firm provided a full support team for the implementation.

"Sability provided not just one consultant but a whole team that was ready, available, and willing to meet our goal," said Andrea. "They gave us a senior system consultant who was willing to hunker down and work all crazy kinds of hours to get the job done. Each team member was assigned a specific section so we could get the company all up at the same time."

The Sability team proved to be not just effective project managers for Hornblower—they acted as extensions of Hornblower itself. Thanks to Sability, Hornblower reached its ambitious deadline.

"Sability not only met our goal—they exceeded it," said Andrea.

After partnering with Sability, Hornblower is more confident in its ability to acquire and integrate. This confidence—paired with knowing that they have the tools to bring companies in—allows the Hornblower team to be more aggressive in acquisitions. Hornblower has already used Sability to integrate at least 12 other portfolio companies into the UKG platform since 2019, and Hornblower has already contracted Sability through 2020 and beyond for additional integration projects.

"We have 20 companies in the system right now—we started out with six," said Andrea. "Sability has helped us grow and has grown along with us. Their end goal is our end goal, and that is what we love about them."

RESULTS AND BENEFITS

On-time completion of 1st major integration project with a 1-month deadline

Complete project visibility

Comprehensive project management & consulting for the integration of more than 12 companies

Creation of repeatable processes for acquisitions