

At Ultimate Software, it's our mission to help our customers put their people first through HR, payroll, and talent management cloud solutions designed to improve the employee experience.

## Why Our Customers *Choose Us*

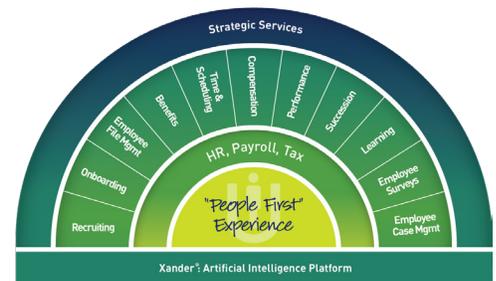
**#1**  
**Top Rated Vendor**  
by real end users of UltiPro

Ultimate has been cited a Top Rated vendor in HR Management and Payroll Software by end users on Trust Radius, an industry-leading business-software review platform.



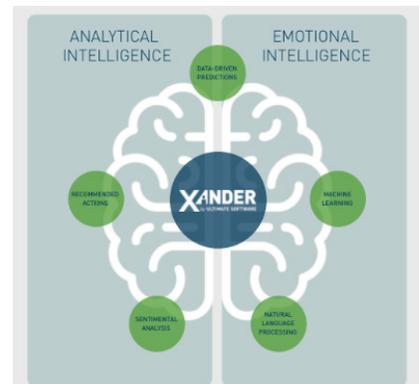
Exclusively **Dedicated** to HCM

For over 25 years, Ultimate has devoted 100% of our resources to the research, development, and delivery of industry-leading, continuously evolving HCM technology. Our undivided attention has made us experts in the industry—trusted advisors and business partners who can be counted on to deliver sustained excellence in HCM solutions and services.



Instant, **Actionable** Workforce Intelligence

Powered by our underlying “People First” artificial intelligence (AI) technology platform that analyzes and understands both numbers and sentiment—Xander®—UltiPro® helps you take the right actions at the right time to build better leaders, empower employees, and improve the overall work experience.





Recognized Industry Leader



**LEADER**

Gartner Magic Quadrant for Cloud HCM Suites, 2018

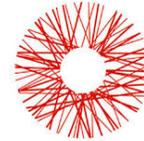
**TOP RATED VENDOR**

North American Midmarket HCM Suites, Gartner Critical Capabilities for Cloud HCM Suites, 2018



**LEADER**

Forrester Wave for Cloud HCM Suites for Midmarket and Large Enterprises, 2017



NUCLEUS RESEARCH

**LEADER**

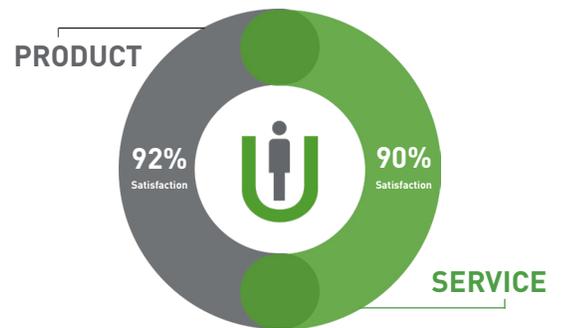
Nucleus HCM Value Matrix, 2018



**Equal**  
Focus on Product, Service

Ultimate is committed to investing heavily in both products and services. In fact, 80%+ of Ultimate employees work in Product Development and Services.

This commitment has resulted in extremely high customer satisfaction in both areas.



Free Training for **Every** Customer

Ultimate is the only HCM vendor that offers every customer free training—for life—to help them get the most of out their investment in UltiPro. We view each customer as a Partner for Life.

In addition to free training, Ultimate offers every customer:

- + Personalized launch tools
- + Access to phone support and online support
- + A dedicated relationship manager
- + Comprehensive strategic and solution consulting offerings led by Ultimate's experts



Access to People and Culture **Experts**

Ultimate's sought-after culture and unique "People First" philosophy mean when you select UltiPro, you are selecting more than HR technology. You get experts who are committed to helping you take care of your own people and grow your business.



**96%**  
Customer Retention

Ultimate maintains an industry-leading 96% customer-retention rate among our more than 5,600+ customers that manage employees in 180 countries and represent all sizes and industries.





WE ARE ULTIMATE SOFTWARE.  
WE ARE IN THE *People Business.*

## INDUSTRY LEADER IN COMPREHENSIVE HCM

Ultimate Software is a cloud provider of human capital management (HCM) solutions. Ultimate's award-winning UltiPro® delivers HR, payroll, talent, compensation, and time and labor management solutions that seamlessly connect people with the information and resources they need to work more effectively.

Founded in 1990, Ultimate's team has grown to more than 4,200 people who are dedicated to improving the personal work experience for you and your employees through our technology and services.

## PROVEN TRACK RECORD

Our passion for putting people first has earned Ultimate a history of successful, long-term relationships and an industry-leading 96% customer retention rate. Ultimate's more than 4,100 customers manage employees in 160 countries and represent companies of all sizes, across all industries.

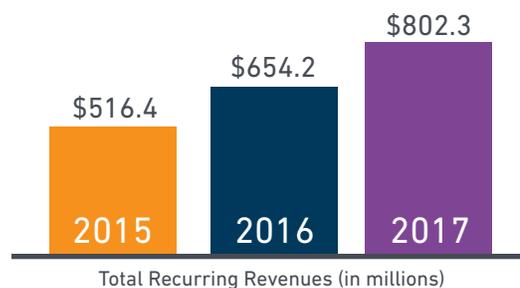
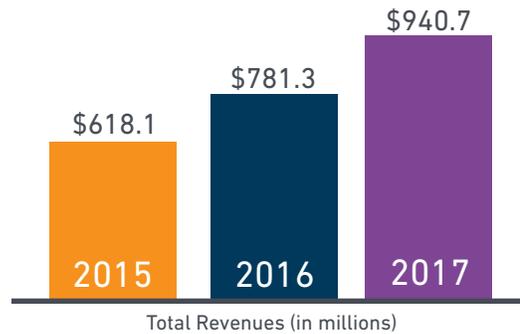


## SOLID FINANCIAL PERFORMANCE

Ultimate went public (NASDAQ: ULTI) in June 1998 and its solid financial performance and consistent growth have increased revenues to \$940.7 million.

Financial Highlights for 2017:

- Recurring revenues grew by 23% for the 2017 year
- Recurring revenues were 85% of total revenues for the 2017 year
- Ultimate's total revenues for 2017 increased by 20%, compared with 2016
- Non-GAAP operating income for 2017 was \$194.1 million, compared with \$157.6 million for 2016
- Non-GAAP net income for 2017 increased to \$118.1 million, compared with \$96.2 million in 2016
- Cash, cash equivalents, and marketable securities totaled \$165.1 million, compared with \$97.9 million in 2016
- Cash generated from operations totaled \$214 million, compared with \$159.5 million in 2016



# WHAT MAKES US DIFFERENT

## CULTURE

#3

PLACE TO WORK

## PRODUCT

37+M

EMPLOYEE RECORDS

## SERVICE

~96%

CUSTOMER RETENTION

**PEOPLE FIRST.** Ultimate operates with a commitment to put people first, always. This idea permeates our culture to its core and it drives the strategy behind designing our products and services. As a result, we enable our customers to put their people first—helping them build the people-centric environments they need to grow and meet their business goals.

**EXCLUSIVE FOCUS ON HCM.** We devote 100% of our resources to the research, development, and delivery of industry-leading, continuously evolving HCM technology. Our undivided attention has made us experts in the industry—trusted advisors and business partners who can be counted on to deliver sustained excellence in HCM solutions and services.

**COMPREHENSIVE HR, PAYROLL, AND TALENT MANAGEMENT.** We've built UltiPro with comprehensive capabilities including recruiting, onboarding, global HR, benefits management, role-based access for all employees, time management, payroll, legislative compliance, compensation management, performance management, succession management, career development, and business intelligence and reporting, all in one solution to help you make informed, people-focused decisions.

**CLOUD LEADER.** Ultimate was the first to deliver HR and payroll in the cloud—making us the most experienced HCM cloud provider, with more than 37 million people records. The benefits of our cloud technology include 24-7 global and mobile access from anywhere, rapid delivery of innovation and scalability, industry best practices for security, and cost savings.

**PARTNERS FOR LIFE.** We view customers as "Partners for Life," with whom we share a mutually satisfying, long-term relationship. As your partner, Ultimate provides you with:

- A named account representative
- Rapid, simple launch and free training for your lifetime as a customer
- Customer-driven collaboration communities
- 24-7 access to seasoned, APA-certified UltiPro experts

# RECENT INDUSTRY RECOGNITION



#1 on Fortune's Best Workplaces in Technology list in 2016, 2017, and 2018.

Ranked #7 on Forbes magazine's 100 Most Innovative Growth Companies list.

Won a Gold Excellence Award from Brandon Hall Group for Best Advance in Payroll Administration, for UltiPro Payroll.

Named a Best in Biz Awards Gold winner in the Enterprise Product of the Year—HR Software category.

Positioned by Gartner, Inc. as a Leader in the Magic Quadrant for Cloud HCM Suites for Midmarket and Large Enterprises.