

CUSTOMER SUCCESS STORY



CUSTOMER

Haywood Vocational Opportunities, Inc.

INDUSTRY

Not-For-Profit

HEADQUARTERS

Waynesville, North Carolina

Number of Employees

350+

SYSTEM

Sage HRMS

EBS Time

SOLUTIONS PROVIDER

Net@Work

www.netatwork.com

Sage HRMS Boosts Efficiency and Cost Savings for Haywood Vocational Opportunities

Haywood Vocational Opportunities, Inc. (HVO) manufactures high-quality disposable medical products while providing vocational training and employment opportunities to adults with disadvantages and disabilities. When the organization sought to integrate its human resource and payroll processes, only one application and one partner garnered serious consideration. Sage HRMS backed by the consulting team at Net@Work is the solution HVO selected.

Multiple Disconnected Systems

The organization has a large and complicated payroll. "We have salaried, hourly, and piece-rate employees, plus a variety of paid time off and benefit programs," explains Audrey Gaddis, Vice President of Finance for HVO. "We were using at least eight separate systems to process payroll, and track time off. There was a tremendous amount of manual data entry and duplication of effort involved. We needed a flexible and powerful integrated HRMS solution that would allow us to streamline processes, minimize waste, reduce paper, and boost efficiency."

Adding to HVO's struggles was the manual system of gathering employee time. Employees reviewed paper time sheets that were then



passed to their supervisor for approval, and then routed to the office for data entry into the payroll software. Programs such as paid time off were handled completely outside the payroll software, requiring additional data entry to track.

An Integrated Approach

Gaddis assembled a team to find a better way to work. HVO had been using Sage Abra in its Human Resources department for several years. While the software's full capabilities had never been implemented, the HR Director spoke highly of the software and the partner backing it, Net@Work. Gaddis and her team asked for a closer look at Sage HRMS, the powerful SQL-based replacement for Sage Abra.

"As soon as we met the team from Net@Work

CHALLENGE

Eight separate, disparate systems were required to track the organization's payroll and HR tasks, leading to duplicate data entry, largely paper processes, and an increased potential for errors.

SOLUTION

Sage HRMS with integrated EBS Time unite employee time collection, payroll, and human resource components. Net@Work serves as the trusted partner, providing strategic advice and support.

RESULTS

Two full days of labor saved during payroll processing. Two positions eliminated. Electronic time clocks streamline time collection. Employee Self Service empowers employees to find their own answers and further reduces paper handling.

"We were able to move one individual from the payroll department to fill an open position in our HR department. In addition, our payroll administrator recently retired, and we will not need to replace that position. That represents a tremendous cost savings to the organization."

~Audrey Gaddis, VP of Finance

ABOUT NET@WORK

A leading Sage Software partner in North America, Net@Work specializes in the consulting, implementation, development and support of the full Sage ERP, CRM and HRMS solutions portfolio. With over 15 years of integration experience Net@Work has installed thousands of solutions, customized to the needs and challenges of each customer - bringing a significant value-add to all product lines.

Recent Recognitions:

Accounting Today — VAR 100

CRN — Tech Elite

Crain's New York Business — Fast 50

Sage — Top 5 Partner Award

Sage — Chairman's Club

Sage — President's Club

and watched the software demonstration, we knew we'd found our solution," Gaddis says. "Net@Work was very knowledgeable of the product and its capabilities and quickly understood our operational model and how they could adapt the software to our needs."

The firm's project planning, management, and execution of the project impressed Gaddis and her team. "Net@Work took a very systematic approach and communicated well throughout," she says. "Everyone knew what their responsibilities were. If the project began to slow or get off track, they carefully guided us back on track and kept the focus where it needed to be."

Manual Data Entry Eliminated

Net@Work also introduced HVO to an electronic time clock system that integrates tightly with Sage HRMS. Dedicated time clocks positioned conveniently throughout the facility ensure employees have easy clock in and clock out access.

"Employees are able to log in to the time clock application and view their hours," explains Gaddis. "Plus managers can view and approve their employees' data in advance of the payroll run."

Data from the time clocks is integrated into Sage HRMS Payroll, eliminating paper time cards and the exhaustive data entry tasks associated with them. "We are easily saving two days of labor every pay period," says Gaddis. "We have increased both the accuracy and transparency of the process."

Labor Savings and Best Practices

Gaddis says that without Sage HRMS, the company would have needed to hire an additional person in its payroll department. The efficiency gains and time savings associated with the solution have not only eliminated the need for new hires,

but have allowed the company to better utilize the staff it does have. "We were able to move one individual from the payroll department to fill an open position in our HR department," she says. "In addition, our payroll administrator recently retired and we will not need to replace that position. That represents a tremendous cost savings to the organization."

The Employee Self Service (ESS) component of Sage HRMS is receiving rave reviews from employees throughout the organization. From the ESS web-based portal, employees can request time off, check available hours, update their address and beneficiary data, and even view and print their W-2s and pay stubs. "ESS empowers our staff with easy access to information," says Gaddis. "And with that access, fewer routine requests are routed through payroll and HR staff, freeing their time for more strategic tasks. We plan to eliminate printed W-2s this year. With Sage HRMS, we've largely eliminated manual data entry and paper processing."

No Reason to Switch

Gaddis says large outsourced payroll providers seeking HVO's business routinely approach the company, but that she repeatedly turns them away. "We have the control we want by keeping payroll in house. We're able to quickly respond to concerns and requests from our employees that could be delayed if we outsourced."

The fact that the organization has a strong partnership with Net@Work is further reason to stay with Sage HRMS. "They understand our unique organization and the intricacies of nonprofit accounting," Gaddis concludes. "We like their hands-on approach and how responsive they are to our questions. We've never come up with an issue they couldn't help us with. We have absolutely no reason to look elsewhere."



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