

CUSTOMER SUCCESS STORY



CUSTOMER

Goodwill Industries—
Suncoast, Inc.

INDUSTRY

Nonprofit

HEADQUARTERS

Tampa, Florida

SYSTEM

Sage HRMS

SOLUTIONS PROVIDER

Net at Work

www.netatwork.com

Goodwill Industries Partners With Net at Work

Expert Consulting and Support Services Earn Trust

The mission of Goodwill Industries is to help people achieve their full potential through the dignity and power of work. Goodwill Industries-Suncoast, Inc. (Goodwill-Suncoast) is the central Florida branch of this highly respected international nonprofit organization. With dozens of community support programs and 19 retail stores, Goodwill-Suncoast employs more than 1,200 staff members and clients across 26 separate locations. To successfully manage payroll and human resource operations for this large staff, Goodwill-Suncoast relies on Sage HRMS and the capable support and training services provided by Net at Work.



Building Best Practices

Recently, Goodwill-Suncoast chose to perform a complete audit of its payroll and human resource functions.

“The organization has grown and changed over the years, and we felt it was important to see if there were changes we could make in these areas to better suit the way we operate today,” explains Bice.

Bice asked Net at Work to participate in the audit. “They made several valuable suggestions about ways we could configure the software to better suit our needs, and about overall best practices for payroll and HR,” she says. “It’s clear they understand our industry, the software, and payroll practices as well. We were very pleased with the outcome of the audit. I have complete confidence in Net at Work’s abilities.”

Putting The Experts To Work

Lee Bice, IT operations manager for Goodwill-Suncoast, recalls how the organization’s relationship with Net at Work began. “We have used Sage HRMS for years, and therefore only need support infrequently. When we do need support, though, it’s typically of a very high level, so we need experts. When our original support organization discontinued Sage HRMS, they recommended we speak to Net at Work. I found them to be excellent, absolutely excellent.”

CHALLENGE

Goodwill-Suncoast needed a new provider to deliver high-level support when needed.

SOLUTION

Net at Work audited Goodwill-Suncoast’s payroll and HR operations, and implemented a Sage HRMS solution that would allow them to adapt to change.

RESULTS

Sage HRMS allowed Goodwill-Suncoast to automate their data entry and successfully process 1200+ employees efficiently.

“Our organization values relationships, and it’s clear that Net at Work does as well. We’ve found the right company to take us forward.”

~Lee Bice, IT operations manager for Goodwill-Suncoast

ABOUT NET AT WORK

A leading Sage Software partner in North America, Net at 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 at 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

Adapting To Change

Sage HRMS has been able to adapt to the changing operations at Goodwill-Suncoast, a fact Bice attributes to the software’s ability to be configured and customized.

“I really appreciate the flexibility built into Sage HRMS,” she says, “It means we don’t have to change our procedures to match the software, we can configure the software to work to our advantage.”

Winning Features

Most of the organization’s employees participate in the company’s direct deposit program. The Sage HRMS Payroll module includes a feature to automate Direct Deposit. “Our employees love that they can divide their deposits among multiple accounts,” Bice notes.

Deductions, both employer and employee funded, are handled automatically by Sage HRMS, “We set them up once, and it’s automatic after that,” Bice adds.

Data Exchange Boosts Functionality

A team of two capable payroll clerks handle all payroll tasks for Goodwill-Suncoast’s 1,200+ employees. Time is collected over the company’s intranet using an application developed internally. Those time entries are then imported into Sage HRMS, saving the otherwise burdensome data entry task. Employee vacation and sick leave hours are exported from Sage HRMS and made available over the organizations intranet as well.

Bice pulls management information from Sage HRMS to post on the intranet for department heads to review. “I’ll generate overtime reports and employee evaluation details from Sage HRMS to post there, and I even export data that goes directly into our organizational chart.”

Bice credits the organization’s talented IT staff, and the open database structure of Sage HRMS with helping make this data exchange straightforward and reliable.

Relationship For The Long Term

Bice is pleased with the organization’s partnership with Net at Work. They capably fill the role the organization was seeking— providing expert, high-level support and strategic planning advice.

“Our organization values relationships, and it’s clear that Net at Work does as well,” concludes Bice. “We’ve found the right company to take us forward.”



1-800-719-3307 • www.netatwork.com

