



Client Success

GREYSTONE POWER CORPORATION

UTILITY. MEMBER-OWNED COOP

GREYSTONE POWER CORPORATION LIGHTS UP OPERATIONS IN PARTNERSHIP WITH NET AT WORK



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CHALLENGE

GreyStone Power wanted to build a world-class HR technology stack that would engage its workforce while streamlining its workforce management tasks and workflows.

SOLUTION

Sage HRMS, in combination with several complementary solutions, form a strong foundation to support GreyStone's operations and its future.

IMPACT

- Industry-leading employee retention rates
- Integrated solution supports all facets of human capital management
- Strategic partnership with Net at Work optimizes the technology investment
- Automated workflows, paperless forms, and employee self-service free staff time for strategic tasks

In an industry dominated by public entities and impersonal for-profit companies, GreyStone Power Corporation is powerfully different. As a member-owned cooperative, the company focuses on serving people – both its members and its 270-person strong workforce. From member rebates and profit sharing to generous employment benefits and training opportunities, GreyStone is a progressive, forward-thinking company that continually invests in its most valuable assets. Helping illuminate the company's path forward are Net at Work and Sage HRMS.

A FOUNDATION FOR CONTINUAL IMPROVEMENT

Rita Wilson, HR Manager for GreyStone, and her experienced team lead the organization's recruiting, training, benefits, and payroll efforts. While many companies see the Human Resources department as a cost center, GreyStone has a different perspective. "We continually invest in our workforce, offering some of the best employment packages available," says Wilson. "Our employees are the face of the company. When they interact with our customers, we want them to know they are empowered and valued."

Wilson used Sage HRMS at a previous position and moved to implement it at GreyStone as soon as she joined the company eight years ago – and brought Net at Work along with her. "I know it works," she says. "It's flexible and adaptable enough to work for many different kinds of companies."

It's typical for a company to have one human resources staff member for every 100 employees. GreyStone has four, plus a student intern. "In HR, our customers are our employees, and it's our job to provide them with exceptional service," says Wilson.

NEXT GENERATION SOLUTION

In partnership with Net at Work, GreyStone Power has built a next-generation human resources technology stack that not only streamlines day-to-day tasks and workflows but allows the company to demonstrate its commitment to its workforce.

"We're continually looking for ways to improve – to do things better and with less effort," Wilson says. "Sage and Net at Work are helping us on that journey."

“Our partnership with Net at Work benefits us by helping us unlock the power of our technology.”

While Sage HRMS remains the core application, it has not remained static. “The software continues to get better with each release,” Wilson says. “As do the add-on products we’ve adopted. No one is standing still – we’re all working to maximize our technology.”

THE MOVE TO CLOUD HOSTING

A couple of years ago, GreyStone moved the installation of Sage HRMS and its companion solutions from its in-house server to Cloud at Work, a division of Net at Work that provides cloud hosting solutions for Sage software applications.

“We gained faster and simpler remote access capabilities, plus one single point of contact,” says Wilson. “Now, one call to Cloud at Work is all it takes to get results.”

INDUSTRY-LEADING RETENTION RATES

On average, companies lose 18% of their workforce to turnover each year – a percentage that skyrocketed higher during the pandemic. As a general rule, an employee retention rate of 90% or more is considered optimal. GreyStone has long

maintained a 10% average turnover rate, including during 2021. Wilson credits the impressive metric in part to the company’s focus on employee engagement, supported by Sage HRMS. “We work hard every day to ensure that GreyStone is a place where people want to work, and our retention rates are evidence that our efforts have traction.”

In her tenure in the industry, Wilson has seen HR move from a largely reactive process to a wholly proactive one. “We use analytics tools along with alerts and automated workflows to stay out in front of our work,” she says. “Net at Work has introduced us to tools like Sage HRMS Alerts and Workflow, Employee Self Service, HR Actions, and Miviva Performance Management that keep tasks moving and remove manual touchpoints.”

THE POWER OF PARTNERSHIP

One might expect that experienced Sage HRMS users like GreyStone rarely loop in their business partners for support, but Wilson says she continually reaches out to her Net at Work consultants. “Net at Work helps us get the most out of our software – they really

go above and beyond in every interaction. And they’re not just reactive – they often introduce us to new products or new features that make sense for us.”

For example, Net at Work recently recommended GreyStone move to a new Sage HRMS annual support plan. “We upgraded our support plan as a result of that advice,” notes Wilson. “While the plan costs more, it includes training and other discounts that Net at Work calculated would save us money overall.”

Wilson believes that having a partner that understands her business is critical, “I’ve spoken with other companies using Sage HRMS, and some of them don’t have a partner relationship,” she says. “So, I always share with them how our partnership with Net at Work benefits us by helping us unlock the power of our technology.”

Together with its business partner and next-generation technology, GreyStone has built a human capital management solution that powers the company’s goals and energizes its workforce.

Net at Work – Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company’s founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.