



## CUSTOMER SUCCESS STORY

**CUSTOMER**

Webster Five Cents  
Savings Bank

**INDUSTRY**

Financial

**LOCATION**

Webster, Massachusetts

**Number of Locations**

8 branches, 1 operations center

**Number of Employees**

160

**SYSTEM**

Sage Abra HRMS

**Sage Software Products  
in Operation:**

- Abra HR
- Abra Payroll
- Abra Attendance
- Abra Recruiting Solution
- Abra Alerts
- Abra OrgPlus

## Sage Abra Deposits Big Productivity Savings at Webster Five

Since 1868, Webster Five Cent Savings Bank, (Webster Five) has provided vital banking services to the community of Webster, Mass. It currently operates eight branches in the Central Massachusetts area, and funds the Webster Five Foundation, a nonprofit corporate foundation that supports local community programs.

Webster Five offers the full-service capabilities of a large financial institution, and has developed a reputation for outstanding personal service, community support, and fiscal strength. The bank thrives on the performance of its employees, and invests in hiring a staff that understands the importance of treating people with courtesy, respect, and personal attention.

In 1996, Webster Five was relying on manual human resource (HR) processes and a DOS-based payroll system with limited reporting capabilities. Its HR department began searching for an HRMS system that would improve its HR and payroll processes, as well as provide automated, prompt reporting.

After investigating four solutions, Webster Five was most impressed with the value and flexibility of Sage Abra HRMS. It purchased the system from Dresser & Associates, a Sage Software Business Partner, in December 1996.

**Ensuring Management Control and Accuracy of Data**

Webster Five experienced several productivity boosts soon after implementing Sage Abra. "With Abra HR, we can automatically generate anything we need—from employee lists, to EEO and Affirmative Action census reports," said Virginia McDonald, vice president of human resources. "It used to take us weeks to look through paper files and enter information into a spreadsheet to produce mandatory EEO reports. With Abra HR, it takes just a few minutes, since all our employee and applicant data is readily available in one database."

The audit trails within Abra HR have also saved time for the bank's HR staff. "The audit trails are absolutely wonderful. It's so

**CHALLENGE**

Implement an automated HRMS system to increase accuracy and productivity.

**SOLUTION**

Sage Abra HRMS—the market leader in HR, payroll, benefits, and compliance solutions, targeting the needs of small to midsized companies.

**RESULTS**

Improved productivity with powerful reporting capabilities; achieved superior control and security of employee data; gained ability to automate performance review process.

*"Sage Abra HRMS has numerous time-saving features that make it possible for us to keep pace with the bank's growth and not miss a beat."*

—Virginia McDonald  
Vice President, Human Resources  
Webster Five Cents Savings Bank

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



easy to provide information to auditors and bank examiners—which shows them we have good control over our data," said McDonald.

### Keeping Pace with Company Growth

The flexible payroll features and centralized information database in Abra Payroll have also helped Webster Five's payroll department become more efficient. "Our payroll data is more accurate than ever before, and we've got better reporting capabilities. Plus, payroll processing time's been slashed from about three days to just three or four hours," added McDonald.

Roberta Robert, Webster Five's payroll administrator, says the Abra Payroll module is extremely flexible. "I can add descriptive earnings codes to the system to serve any purpose, and there's no limit to the number it will take. Sage Abra has numerous time-saving features that make it possible for us to keep pace with the bank's growth and not miss a beat."

Although Webster Five has doubled its employee size since implementing Sage Abra in 1996, it takes the payroll department less time to process payroll than it did before the company grew.

Robert and McDonald also enjoy the integration between Abra Payroll and Abra Attendance, the Abra module that tracks employee absences and leave accruals. Robert explained, "After Abra Payroll has completed the payroll process, any time-off for vacation, illness, personal, or any other absence that was paid to an employee that week is integrated into Abra Attendance. Abra then calculates paid-time-taken and enters the information into the employees' attendance records. The paid-time off balances print out on each employee's check stub."

McDonald added, "This seamless integration saves time for both departments, reduces the potential for human error in updating the HR system, and dramatically decreases the number of employee inquiries to the HR department."

### Future Savings Plans

Sage Software's great customer service and technical support are two reasons why McDonald frequently recommends Sage Abra to her colleagues.

She added, "The support we've received from Sage Software and our business partner has been prompt and helpful. We've been able to grow with the software in many ways."

In fact, Webster Five is currently implementing Abra Alerts—to gain the ability to proactively distribute information to employees through e-mail. "We're expecting to begin moving the employee performance review process online. With nine locations, the HR department will surely save a lot of time by coordinating this annual process through e-mail. Plus [using Abra Alerts], we'll be able to eliminate photocopying and interoffice courier costs."