

SAGE MAS 500 SAGE ABRA  
SAGE FAS SAGE TIMESHEET



## CUSTOMER SUCCESS STORY

### CUSTOMER

Military Sales & Service Co.

### INDUSTRY

Manufacturer's representative;  
durable goods wholesale trade

### LOCATION

Dallas, Texas

### Number of Locations

One

### Number of Employees

850

### SAGE SOFTWARE PRODUCTS

- Sage Abra HRMS
- Sage FAS
- Sage MAS 500
- Sage TimeSheet

## Military Sales "Brings Servicemen the Best" With Sage Software

Ask any member of the United States Armed Forces for the best deals in town, and they'll name the "exchange" on base, where big-name brands are sold tax-free at low prices. Military Sales & Service (MSS) represents many of the product lines carried in U.S. military exchanges around the world, including Toshiba, Coach, Goodyear, Victoria's Secret Beauty and Craftsman.

MSS had long relied on Sage Software for its business systems, first with Sage MAS 90 ERP, then upgrading to Sage MAS 200 ERP for client-server capabilities. By early 2005, however, it had outgrown even that. The company also knew it was time to automate other departments outside of finance, such as human resources, assets management, and payroll.

### Sage Software Passes Muster

"We felt really anchored to Sage Software as our platform," says Jason Pick, systems manager. "It was a natural progression for us to move up to Sage MAS 500 ERP for all of our business information, and at the same time implement Sage Abra HRMS for



managing human resources data, Abra ESS for employee self-service of personnel data, and Sage FAS to manage our fixed assets."

### Military Precision

MSS now has a totally integrated system. "Sage MAS 500 is our enterprise accounting system, managing accounts receivables, accounts payable, inventory and financial reporting," explains Pick. "All of the other Sage Software products interface seamlessly. Employees enter hours into Sage TimeSheet, which automatically feeds data into Sage Abra for payroll processing and storage. From Sage Abra, information uploads into the general ledger in Sage MAS 500."

### CHALLENGE

Company outgrew Sage MAS 200 but wanted to stay within Sage Software family of products; needed to automate HR, payroll, and timecard functions to comply with tax requirements

### SOLUTION

Upgrade to Sage MAS 500 and add Sage Abra HRMS, Sage FAS, and Sage TimeSheet for end-to-end integration

### RESULTS

Office efficiencies improved by 25 percent; existing staff now handles twice as many paychecks in less time; software can easily manage company doubling again in size



Your business in mind.

*“The move to an integrated Sage Software system has improved office efficiencies by 25 percent, and has streamlined all areas of information flow.”*

—Jason Pick  
Systems Manager  
Military Sales & Service

## 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.



The software is powerful enough to accommodate a 33-digit general ledger account number MSS needed for better management. “We assign seven different segments to account numbers. These include natural, manufacturer, location, employee, division, retail, and activity designations. These numbers allow us to gather diverse information and view it in a multitude of different ways, for very precise analysis. They’re key to us managing our business wisely,” says Pick.

### Saving Time

Using Sage TimeSheet linked with Abra Payroll, MSS processes paychecks for 850 people on a regular basis, a number that has grown rapidly. “Because of Sage TimeSheet, we now pay twice as many people using the same core staff we had before. And as our company continues to grow in the future, I’m confident that Sage TimeSheet can easily handle another doubling in paycheck volume without maxing out our back office infrastructure,” Pick says.

MSS has employees in all 50 states, as well as in numerous other countries. “Paying our people is very complicated, because each state or country has completely different requirements,” says Pick. “With Abra Payroll, we receive quarterly updates for the various tax tables, which saves us an incredible amount of time.”

### Flexible Architecture

MSS has a unique application for paying some of its representatives. “We issue a token when a rep accepts an assignment,” Pick explains. “When the job is complete, the token feeds data from an Oracle database into Sage TimeSheet, which notifies Sage Abra to cut a paycheck. The system automates job assignments and helps identify top-performing employees, so we can reward them to improve retention.”

The token program integrated easily with the rest of the system. “One of the great things about Sage Software is that it’s designed with open architecture,” Pick notes. “This makes it easy to incorporate special features that are important to our operations.”

### Salute for Abra ESS

MSS also adopted Abra ESS, an employee self-service module that lets employees view and enter information to the HR system. “Many of our employees are military spouses working part-time. They move frequently, so their information changes more than with a civilian workforce. They appreciate being able to go online to update their contact information, change withholding, or make other routine changes to personal data,” Pick says.

“The software saves us time, because we don’t have to answer as many phone calls,” notes Pick. “Also, a lot of our people get paid via direct deposit. With Abra ESS, they can view their pay stub online, and print a copy. This assures them that their check is correct.”

Pick considers Sage Software to be an essential element in the company’s future. “The move to an integrated Sage Software system has improved office efficiencies by 25 percent, and has streamlined all areas of information flow. It helps us spot problem areas for speedy resolution, and generally makes us better business managers. It positions us for even more growth. And it helps us achieve our goal—bringing the very best to the U.S. military.”