CATHOLIC CROSSCULTURAL SERVICES

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Catholic Crosscultural Services (CCS) is a non-profit agency providing services that assist in the settlement and integration of immigrants and refugees. With seven offices located in the Toronto and Peel regions of Ontario, and just under 200 employees, finding ways to streamline their Human Resources functions was key to maintaining a lean operation.

CCS turned to their trusted software reseller, BAASS, seeking a solution that could be integrated with their Sage 300 (formerly Accpac) accounting system. According to Nancy Pearce, HRMS specialist at BAASS, "The needs at CCS were a natural fit for Sage HRMS which integrates seamlessly with their Sage 300 solution. The team at CCS was impressed with the paperless functionality and extra benefits of Sage HRMS, which made the decision to move forward an easy one."

Thanks to the module based HRMS solution, CCS was able to start by incorporating the Sage Payroll solution. Janice Cooke, HR Generalist at CCS, stated, "While we've always used direct deposit, we no longer need to use paystubs. We used to mail 160 pay-stubs bi-weekly, but our Sage payroll system offers a self-serve feature called HRMS ESS (Employee Self Service), which has eliminated the need for mailing. Besides saving us time, printing, and mailing costs, the employees love it."

Sage HRMS ESS not only provides employees access to view typical paystub information online, but with Sage HRMS HR Actions they can submit changes and requests through the self-serve portal. Employees request time off, book sick days, request benefits changes, and update personal information such as address changes. In addition, HR Actions allows forms to be filled out on the website, such as employee appraisals and new hire information. The system allows for automated routing and approval process, and pushes the data entry process out to employees and managers.

Janice continued, "The Payroll and HR Actions process is 95% paperless. It would be hard to quantify the exact cost and time savings in paper, printing, time spent filing and even filing space, but I'd feel confident saying we are saving 50% of the time we used to spend on Payroll related functions. Even the HR Actions requests go through automated approval channels, so we still have control over the information in the HRMS database, and nothing ever gets lost in transit."

The next module installed was Sage HRMS Alerts. Based on settings and configurations, the automated Alerts are triggered from key human resources data, such as an employee's anniversary with the company. It can be set up to send a congratulatory email message to the employee and their manager, while flagging the manager to conduct a performance review. Other alerts may set up reminders that a probation period is up in two weeks, or that benefits enrollment is due. Alerts can be established based on any data or set of criteria. Janice concluded, "Sage HRMS is an amazing solution. The time saving features like the self-serve portal, review and approvals automation, and alerts make sure nothing falls through the cracks. It sure beats worksheets, filing cabinets, and paper pushing. The fact that it ties into our accounting solution so seamlessly, also means our financials are always up-to-date with payroll related expenses and liabilities. Not only would I highly recommend Sage HRMS, but I would also highly recommend BAASS. The staff has been so helpful, the training was excellent, and the support is superb."

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