



Over the Moon ARC Fresno Success Story.

Arc Fresno, located in Fresno California, is committed to enriching the quality of life for individuals with developmental disabilities by providing an array of opportunities designed to maximize their potential as members of the community. Arc Fresno was founded in 1953 by a group of parents who wanted to create more opportunities and life experiences for their children with developmental disabilities and today serves 550 disabled adults.

Catherine Wooliever, the Director of HR, joined Arc Fresno nine years ago. Catherine is responsible for 250 employees, of which 90% are hourly. When Catherine joined ARC the hourly employees were punching old fashioned time clocks, the type where the manager adds up the time for each employee at week end. On top of this manual calculation, ARC was using five different types of time cards. "It was just crazy" says Catherine, "I said enough!" Luckily for Catherine, ARC needed a new HR and Payroll system so she added Workforce Management to the requirements. Catherine knew she wanted a feature rich HR and Payroll software and selected Sage's ABRA HRMS. She looked at ADP's timekeeping but it was not compatible with ABRA. Karen O' Lane, of Micro Business Systems, ARC's local SAGE ABRA Business Partner was called in to help.

Industry:

Social Services

Customer:

ARC Fresno

Number of Locations:

Seven

Number of Employees:

250

Systems Represented:

SAGE ABRA HRMS,

BAS TimeZone

Problem:

ARC manually added up 200+ timecards each pay period. They were unable to quickly track staffing levels and cost by location or by program.

Solution:

BAS TimeZone was installed with seven biometric terminals, web punch and cell phone punch.

Result:

Time is captured and automatically passed to ABRA Payroll. Department transfers occur at the biometric terminals so labor cost is correctly applied to each department. Staffing ratios are easily tracked and adjusted.

Karen had worked with Business Automation Specialists before. She told Catherine, "I know Pete and Diane Sector, owners of BAS. They have a new Workforce Management system that is compatible with ABRA; we need to look at it." BAS showed Catherine and Karen O'Lane the BAS TimeZone system. Catherine describes herself as a person who needs to look at a system several times and says Diane was very accommodating in showing BAS TimeZone to the level of detail Catherine needed, so she would feel comfortable purchasing the system.

When Catherine purchased she also deployed 7 biometric data collection terminals and web punch capability, but she was concerned about the employees who reported time using their cell phones. BAS put that concern to rest, developing a custom interface to download time data from the phone system to BAS TimeZone.

How has the addition of BAS TimeZone changed things at ARC? Before, since employees could be working at any of ARC's seven locations, Catherine did not know who was at work without calling the location. Now she can login to BAS TimeZone and see who is signed-in. In addition, ARC relies on state funding and the state regulations do not allow ARC to be understaffed at any one location. Now with BAS TimeZone, she can see how many employees are working on each program. With this information she can quickly realign resources, or furlough staff if needed. Catherine also tracks overtime on a daily basis and has a snapshot of managers performance in the areas of staffing and time management, making performance improvement discussions easier. A convenient feature of BAS TimeZone allows employees to transfer jobs right at the data collection terminals ensuring that payroll hours are correctly, and automatically, allocated to each department. "BAS TimeZone helps us track and cut costs and keep ARC on budget."

Catherine enjoys BAS' ongoing service. "BAS is great. Anytime there is a problem they answer immediately and then quickly resolve the problem. Some people sell and then they are done with you. Not BAS". The bottom-line for Catherine and the managers at ARC is they love BAS TimeZone and would not switch, "It makes our jobs easier – we asked for the moon and we got it!"

About Business Automation Systems

BAS provides integration expertise and solutions for time and attendance, workforce management, and advanced Payroll/HR interfaces for accounting and costing for users of Sage Software: Abra HRMS, Timberline, MAS 90/200/500, MIP and AccPac.

Clients, Consultants, VARs, Verticals, and Software Publishers working in various industries and many types of organizations throughout North America and the Caribbean have relied on **BAS** - since 1984.



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