



CUSTOMER SUCCESS STORY

CUSTOMER

Washington County
Psychotherapy Associates, PA

INDUSTRY

Counseling service agency

LOCATION

Machias, Maine

Number of Locations

Six

Number of Employees

200+

SYSTEM

Sage Abra

Sage Software Products in Operation:

- Abra HR
- Abra Payroll
- Abra Attendance
- Abra Recruiting Solution
- Abra Train
- Abra ESS
- Abra Alerts

Washington County Psychotherapy Shrinks Costs With Sage Abra

“This company is screaming for the right software.”

That was Dawn O’Callaghan’s first reaction when she joined Washington County Psychotherapy Associates (WCPA) three years ago as employee information manager. Her colleagues spent a great deal of time searching in filing cabinets for benefits and other human resources (HR) information. One employee spent an entire week doing payroll—every other week. And because payroll processing was outsourced, WCPA had no flexibility for cutting checks on demand.

“With the guidance of our CEO, Dr. John A. Edwards, we looked for a package that would streamline operations, improve 24/7 communications between the business office and employees, and permit direct deposit of paychecks,” explains O’Callaghan. “Sage Abra met every one of our criteria.”

Saving Time with Sage Abra

WCPA serves four counties in Maine. Its 200 employees work in six fixed locations, which include a residential facility for



children, under the direction of co-founder, Dr. Steven L. Dawson. Many of its therapists and psychologists work outside the agency facilities in the local community, creating a logistical challenge for data collection and information distribution.

WCPA utilizes the Sage Abra HRMS solutions to manage everything from new hire applications to attendance, benefits, payroll, and training records. Abra ESS (Employee Self-Service) gives employees secure Web-based access to HR and payroll information 24/7.

“Together with HR Director Charlene Horowitz and Finance Director Kenneth Page, we analyzed the repetitive processes

CHALLENGE

Manual and outsourced payroll required five days of effort every two weeks; paper-based benefits tracking was inefficient; swing-shift employees had no access to HR support.

SOLUTION

Sage Abra HRMS solutions manage all aspects of human resources, including recruitment, hiring, attendance, training, payroll, and direct deposit. Communications with employees enhanced by Abra ESS.

RESULTS

\$8,000 a year in outsourcing and postage costs; saving \$41,070 from previous misappropriation of sick time; serving 50% more employees, more efficiently, and with same staff.

"Sage Abra has tied all of our data together into one seamless system. It's amazing how much more efficient we are now."

—Dawn O'Callaghan
Employee Information Manager
Washington County Psychotherapy

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.



of our business office," says O'Callaghan. "Then I figured out a way to use Sage Abra to automate our everyday functions. By writing simple custom panels in Sage Abra, we have saved several hours per employee in time previously spent on manually tracking data."

Benefiting from Direct Deposit

Abra ESS started saving the organization time and money right away with direct deposit. "We no longer have to manually process timesheets, deliver data to an outside agency, or mail checks," O'Callaghan notes. "Timesheet, mileage, and expense data is completely integrated with Abra ESS and Abra Payroll. This is saving us at least \$8,000 a year in outsourcing and postage costs, plus the equivalent of a half-time employee."

Employees also like direct deposit, she says, because they know their pay is guaranteed to be in the bank every other Thursday. "No more delays from snail mail. We can also produce checks on demand when the need arises."

"Tying It All Together"

Before, it was inconvenient for employees on night shifts to communicate with the human resources or payroll departments during normal business office hours. Now they can go to Abra ESS any time and check remaining sick time, print a copy of their pay stub, transmit a change of address to the business office, print a variety of payroll/benefit forms, or register for upcoming training classes.

"With Abra Attendance, we were able to offer program managers and supervisors tools to monitor the proper usage of sick, personal, and vacation time—and realized a savings of \$40,000 a year with the correct application of benefit time," says O'Callaghan.

WCPA has grown its employee base by approximately 30 percent since implementing Sage Abra, but is serving them all with the same number of administrative staff. "Sage Abra has tied all of our data together into one seamless system," O'Callaghan explains. "It's amazing how much more efficient we are now."