



Effective Design, Implementation,  
and Support for Your HRMS Needs

## Customer Success Story

# Goodwill Industries Partners With Dresser & Associates

*Expert Consulting and Support Services Earn Trust*

#### Customer Information:

**Goodwill Industries—  
Suncoast, Inc.**

Headquarters:

**Tampa, Florida**

Industry:

**Nonprofit**

Web Site:

[www.goodwill-suncoast.org](http://www.goodwill-suncoast.org)

Sage Software:

**Sage Abra HRMS**

- Payroll
- HR
- Train
- Attendance
- ToolKit

The mission of Goodwill Industries is to help people achieve their full potential through the dignity and power of work. Goodwill Industries-Suncoast, Inc. (Goodwill-Suncoast) is the central Florida branch of this highly-respected international nonprofit organization. With dozens of community support programs and 19 retail stores, Goodwill-Suncoast employs more than 1,200 staff members and clients across 26 separate locations. To successfully manage payroll and human resource operations for this large staff, Goodwill-Suncoast relies on Sage Abra HRMS and the capable support and training services provided by Dresser & Associates.

#### Putting The Experts To Work

Lee Bice, IT operations manager for Goodwill-Suncoast, recalls how the organization's relationship with Dresser & Associates began. "We have used Sage Abra for years, and therefore only need support infrequently. When we do need support, though, it's typically of a very high level, so we need experts. When our original support organization discontinued Sage Abra, they recommended we speak to Dresser & Associates. I found them to be excellent, absolutely excellent."

#### Building Best Practices

Recently, Goodwill-Suncoast chose to perform a complete audit of its payroll and human resource functions.

"The organization has grown and changed over the years, and we felt it was important to see



if there were changes we could make in these areas to better suit the way we operate today," explains Bice.

Bice asked Dresser & Associates to participate in the audit. "They made several valuable suggestions about ways we could configure the software to better suit our needs, and about overall best practices for payroll and HR," she says. "It's clear they understand our industry, the software, and payroll practices as well. We were very pleased with the outcome of the audit. I have complete confidence in Dresser & Associates' abilities."

#### Adapting To Change

Sage Abra has been able to adapt to the changing operations at Goodwill-Suncoast, a fact Bice attri-

## About Dresser & Associates:

Dresser & Associates is the leading solution provider for Sage Software. Dresser has been providing unique solutions for hundreds of businesses and providing them with the most productive and effective uses of current technology. Its mission is to provide quality services and cost effective solutions in order to ensure successful implementations that are on time and within budget. Dresser is committed to providing products and services that meet its customers' needs and exceed their expectations. Dresser has been selected for Sage Software's President Club for the last eight years and has recently received the distinction as a National Partner of Sage Software and Chairman's Club. The company exclusively supports and services Sage Abra software products and works closely with other VARS (value added resellers) to provide turnkey solutions to customers.

---

*“Our organization values relationships, and it’s clear that Dresser & Associates does as well. We’ve found the right company to take us forward.”*

---

butes to the software’s ability to be configured and customized.

“I really appreciate the flexibility built into Sage Abra,” she says, “It means we don’t have to change our procedures to match the software, we can configure the software to work to our advantage.”

### Winning Features

Most of the organization’s employees participate in the company’s direct deposit program. The Sage Abra Payroll module includes a feature to automate Direct Deposit. “Our employees love that they can divide their deposits among multiple accounts,” Bice notes.

Deductions, both employer and employee funded, are handled automatically by Sage Abra, “We set them up once, and it’s automatic after that,” Bice adds.

### Data Exchange Boosts Functionality

A team of two capable payroll clerks handle all payroll tasks for Goodwill-Suncoast’s 1,200+ employees. Time is collected over the company’s intranet using an application developed internally. Those time entries are then imported into Sage Abra, saving the otherwise burdensome data entry task. Employee vacation and sick leave hours are exported from Sage Abra and made available over the organizations intranet as well.

Bice pulls management information from Sage Abra to post on the intranet for department heads to review. “I’ll generate overtime reports and employee evaluation details from Sage Abra to post there, and I even export data that goes directly into our organizational chart.”

Bice credits the organization’s talented IT staff, and the open database structure of Sage Abra with helping make this data exchange straightforward and reliable.

### Relationship For The Long Term

Bice is pleased with the organization’s partnership with Dresser & Associates. They capably fill the role the organization was seeking—providing expert, high-level support and strategic planning advice.

“Our organization values relationships, and it’s clear that Dresser & Associates does as well,” concludes Bice. “We’ve found the right company to take us forward.”



Toll-Free: 866-885-7212  
Fax: 207-885-0816  
info@dresserassociates.com  
www.dresserassociates.com



### Locations:

Northeast:  
243 U.S. Route 1  
Scarborough, ME 04074  
207-885-0809

Southeast:  
3535 Peachtree Road NE  
Suite 520-264  
Atlanta, GA 30326  
678-772-7099

Florida:  
2643 Gulf to Bay Blvd.  
Suite 1560-441  
Clearwater, FL 33759  
727-366-6922

South:  
9462 Brownsboro Rd  
Box 146  
Louisville, KY 40241  
207-885-0809

