



CUSTOMER SUCCESS STORY

CUSTOMER

Mitsubishi Caterpillar Forklift America Inc. (MCFA)

INDUSTRY

Manufacturing

LOCATION

Houston, Texas

Number of Locations

One

Number of Employees

800+

SYSTEM

Sage Abra

Modules in Operation

- Abra HR
- Abra Payroll
- Abra Attendance
- Abra Train
- Abra Alerts
- Abra Employee Self-Service

First Rate Results for Mitsubishi Caterpillar Forklift America Inc.

Houston-based Mitsubishi Caterpillar Forklift America (MCFA) is a manufacturer and distributor of material handling equipment and parts under the Mitsubishi forklift truck and Caterpillar lift truck brand names.

Rapidparts Inc, an MCFA affiliated company, specializes in the distribution of service parts for many competitors' brands of material handling equipment, including PROMATCH and MASTERSOURCE.

The company has expanded rapidly in its short history, doubling its research and development budget, launching a completely new narrow-aisle product line, and more than tripling its production volume.

Today, MCFA's headquarters and manufacturing facilities occupy a 42-acre site, with more than 680,000 square feet of office and manufacturing space, and more than 800 employees.

The company's HR department processes three payrolls for two companies - a weekly Rapidparts payroll and two MCFA payrolls, a weekly payroll for hourly employees and a



semi-monthly payroll for exempt and non-exempt employees. MCFA had outsourced its complicated and dual payroll process to an outside vendor since the beginning of the joint venture with Caterpillar (1972).

In early 1997, the company began its search for a robust HRMS solution that would provide data analysis capabilities and other critical HR functions. It found Abra HR, part of the Abra Suite family of integrated HR and payroll management software solutions, to be its best solution, and purchased it in late 1997.

CHALLENGE

Select and implement an integrated HRMS solution with data analysis capabilities and other critical HR functions.

SOLUTION

Abra Payroll, Abra HR, Abra Attendance, Abra Train, Abra Alerts, Abra Employee Self-Service

RESULTS

Benefited from more efficient payroll processes; automated manual processes, resulting in a nearly 80 percent reduction in man-hours; expanded support of critical HR functions.

“Abra Suite has allowed us to begin to think strategically, rather than tactically, in how we handle our data.”

—Jean Rauckman
Senior Manager of
Compensation and Benefits
Mitsubishi Caterpillar Forklift America Inc.

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.



Bringing the Power of Payroll In-House

“When I arrived at MCFA, I was adamant that we weren’t going to have redundant data entry,” said Jean Rauckman, senior manager of compensation and benefits at MCFA. “We needed a truly integrated system that would allow us to access and analyze data without redundant processes. After reviewing several systems, we determined that going with Abra Payroll made sense.”

The cost of the additional Sage Abra module provided the company with growth in an investment that had already been made (in Abra HR), as well as the system integration its HR department needed.

MCFA, with assistance from Sage Software authorized business partner, Crouch, Slavin & Company, completed its implementation of Abra Payroll by October 2000. With Abra Payroll, the substantial data management and electronic retention processes associated with the HR department’s day-to-day operations are more efficient, and the department’s ability to provide a quick response to executives’ data analysis requests had improved.

Completing the Suite

“In addition to a strong desire to bring our payroll process in-house, we wanted to expand our ability to support the other major activities within the HR department, including recruitment, training, benefits administration, compliance, compensation, and attendance,” added Rauckman.

After looking at several solutions MCFA added the Abra Attendance, Abra Train, and Abra Alerts modules to its HRMS.

Using Abra Suite, MCFA has automated various processes previously handled manually or on spreadsheets, including the succession planning profile process, the

hourly performance and salary increase process, and the production of COBRA and HIPPA documents. As a result, the administrative tasks associated with data entry and data management have been drastically reduced. Overall, the automation of manual processes through the use of Abra Suite has resulted in a nearly 80 percent reduction of man-hours.

Strong Advocate of Abra Payroll

“We’ve experienced major improvements over where we were prior to the installation of the Abra Suite solution,” said Rauckman. “I’d recommend it to any company needing an integrated solution for HR and payroll management.”

MCFA plans to implement Abra Employee Self-Service, a secure Internet-based system that enables employees to view and update their personal information. Additionally, the company anticipates further expansion of its process improvement plans through automation.

Rauckman added, “Abra Suite has allowed us to begin to think strategically, rather than tactically, in how we handle our data.”

In an environment where more and more companies are focusing on metrics, MCFA will be ready to accept and meet the challenge—with help from Abra Suite.