



## CUSTOMER SUCCESS STORY

**CUSTOMER**

American Office

**INDUSTRY**

Commercial office furniture dealer

**LOCATION**

Baltimore, Maryland

**Number of Locations**

Six

**Number of Employees**

250+

**SYSTEM**

Sage Abra HRMS

**Sage Software Products in Operation:**

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

## American Office Takes Strategic Approach With Sage Abra HRMS

Since 1932, American Office has provided office environment solutions in the Baltimore, Washington, D.C., and Northern Virginia area. One of the most financially successful, stable contract office furniture dealers in the U.S., the company represents more than 300 manufacturers of quality freestanding furniture, seating, and office systems for a wide array of business environments.

To provide clients with a complete interior office solution, American Office handles sales, project management, delivery, installation, and customer service. The company also operates six locations, including a 60,000 square foot distribution center, a 30,000 square foot warehousing facility, and several showrooms throughout the region—as well as its own fleet of delivery trucks and vans.

Throughout much of its history, American Office maintained employment records manually. With personnel files dispersed throughout multiple departments, the HR department's ability to generate accurate, timely reports was limited. In 1999, the



company sought to automate its HR processes.

After investigating several software solutions, American Office selected Abra HR, part of Sage Abra HRMS. The solution is serviced and supported by a Sage Software business partner.

After working with Abra HR for a few months, American Office implemented the full Sage Abra HRMS.

**Improving Productivity**

According to Barbara Surran, American Office's director of HR, Sage Abra has put information at the fingertips of the company's HR and payroll staff, enabling the

**CHALLENGE**

Automate HRMS processes to improve reporting capability and information sharing.

**SOLUTION**

Sage Abra HRMS, the market leader in HR, payroll, benefits, and compliance solutions, targeting the needs of small to midsized companies.

**RESULTS**

Gained better level of control over employee information; added powerful reporting capabilities that put data at fingertips, improving productivity; increased accuracy and flexibility in payroll processes.

*"We've gained the power to automatically track and prepare reports on standard government requirements and issues specific to our organization. For example, I prepare a regular census report on the number of employees at each location, and track important certifications for our truck drivers and property issued to employees. Using Sage Abra HRMS, we have a better level of control over all employee-related information, and spend a lot less time trying to maintain it."*

—Barbara Surran  
Director of HR  
American Office

## 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.



company to instantly report on all types of information and improve productivity.

"We've gained the power to automatically track and prepare reports on standard government requirements and issues specific to our organization," says Surran. "For example, I prepare a regular census report on the number of employees at each location, and track important certifications for our truck drivers, and property issued to employees. Using Sage Abra HRMS, we have a better level of control over all employee-related information, and spend less time trying to maintain it."

The powerful reporting capabilities of Abra HR have rescued the HR staff from tedious manual counts. Surran adds, "The health insurance census report is one we look at several times per year. Because we have six locations, it used to take about five hours per report to collect the information for our insurance broker. Now, using Abra HR, it takes a matter of seconds."

### Avoiding Payroll Outsourcing Costs

Sage Abra has helped American Office streamline several difficult payroll tasks, such as year-end W-2 preparation.

"Using Abra Payroll, we've significantly reduced the time it takes to process W-2s, and at the same time, increased accuracy. Plus, we've gained better product support and flexibility," says Michael Kuntz, CFO at American Office. "Abra Payroll's integration with Abra Attendance has also allowed us to show updated vacation, personal leave, and sick time accruals on employee paychecks."

Additionally, by keeping payroll in-house, American Office saves the time and budget that would otherwise be spent managing an outsourcing relationship. "I've always preferred handling payroll internally—it allows the corporation to have a more

flexible cash management program," says Kuntz.

Sage Abra HRMS also enables American Office to save on payroll processing—by consolidating ACH files.

### Gaining Control, Room to Grow

The tight integration of Sage Abra HRMS provides accurate historical records to American Office. The company frequently relies on the software's audit trail feature.

"It's very helpful to see when changes are occurring, and how data is entered—especially in payroll. Our previous system held us hostage, because only one person had access to payroll data. With Sage Abra HRMS, we can assign access rights so that certain staff can review information at any time, while also effectively securing sensitive payroll information," adds Kuntz.

With Sage Abra HRMS, American Office has improved productivity, gained control over valuable employee data, and avoided costly service bureau fees. Surran concludes, "The HRMS is so rich in functionality that we continue to find ways it'll enable us to further improve productivity and reduce costs. We're excited about our future, and look forward to growing with Sage Abra HRMS."