



## CUSTOMER SUCCESS STORY

**CUSTOMER**

Truliant Federal Credit Union

**INDUSTRY**

Financial

**LOCATION**

Winston-Salem, North Carolina

**Number of Locations**

Serves members in five states

**Number of Employees**

340

**SYSTEM**

Sage Abra HRMS

**Sage Software Products in Operation**

- Abra HR
- Abra Payroll
- Abra ESS

## Growing Credit Union Goes Paperless With Abra Payroll

Originally chartered in 1952 in Winston-Salem, N.C. to serve the employees of Western Electric, Truliant Federal Credit Union (FCU) today offers a full array of financial services to more than 200,000 members across North Carolina, Ohio, Florida, South Carolina, and Virginia.

### Complete Satisfaction With Sage Abra

In 1993, Truliant chose Sage Abra HRMS to automate its growing HR/payroll needs. By 2001, as the number of its employees increased and became more dispersed, it sought to provide easier, more convenient access to information. In order to increase service levels to employees and achieve a 100 percent “paperless payroll” system, Truliant—with assistance from Sage Software’s Authorized Business Partner, Business Technology Solutions—implemented Abra ESS, a secure Internet-based system that enables employees to view and update their personal information using a simple Web browser.

A user of the Sage Abra core HR and payroll modules for more than eight years, Truliant

has had ample time to confirm the robust capabilities of the software. “We have enjoyed the ease of use of Sage Abra HRMS and its ability to integrate HR and payroll information into one system. In fact, Abra Payroll has saved us so much time over the years, it’s difficult to imagine what our jobs would be like without it.,” explains Payroll Manager Ann Ballard. She adds, “We have never had a payroll go out late and our numbers are always accurate.”

Abra Payroll tax updates are a blessing. Managing government compliance requirements would be a nightmare without them. With Abra Payroll, we simply install the update and we are assured that everything is taken care of.”

### Increasing Levels of Service to Employees

Truliant’s decision to add the Abra ESS module was largely driven by the payroll department. “Providing state of the art, automated services and quality customer service is the way we do business,” says Ballard. “So, when we wanted to offer a better way for our employees to view their

**CHALLENGE**

Increase service levels to employees and achieve a paperless payroll system.

**SOLUTION**

Abra HR  
Abra Payroll  
Abra ESS

**RESULTS**

Improved communication to its 340 employees located throughout five states; achieved a paperless payroll by providing employee pay details online; reduced administrative overhead, making time for more strategic activities.

*"Sage Abra has saved us so much time over the years—it's difficult to imagine what our jobs would be like without it."*

—Ann Ballard, Payroll Manager  
Truliant FCU

## 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.



compensation information, such as benefits and 401(k) deductions, Abra ESS was the right choice based on its flexibility and security provisions."

The Abra ESS system also enabled Truliant to provide HR-related information online, including personal and dependant profiles and emergency contacts. In the future, Truliant hopes to make important organization documents available for download through Abra ESS, including employee loan forms. "Strong employee communications is especially important for the credit union since everyone is spread across many miles. Sage Abra helps us stay informed," notes Ballard.

### **Paperless Payroll Equals Time and Cost Savings**

Truliant's employees all use direct deposit. With the addition of Abra ESS, Ballard estimates that the department saves at least four hours per pay period by eliminating the need to print and distribute direct deposit advices to employees.

Additionally, the ability to securely post pay details and paycheck history online has also significantly reduced the time spent answering employee questions.

To further automate their payroll processes, Truliant recently implemented a third-party time and attendance package. The system integrates smoothly with Sage Abra, enabling the payroll department to purge additional paperwork and administrative overhead. "We used to spend hours collecting timesheets and manually entering each employee's information into payroll. Now we simply transfer the data electronically from our time and attendance system to Abra Payroll," says Ballard.

### **Sage Abra Makes the Future Bright**

After a successful experience with Sage Abra and Business Technology Solutions, Truliant is looking forward to what lies ahead with the trusted product line. Ballard is excited about tapping the latest features and functionality, including Abra Alerts, an application that proactively distributes information to employees through e-mail to automate and schedule HR and payroll events such as performance reviews and related activities.

Ballard concludes, "Sage Abra continues to prove its worth to us year after year. First, Abra Payroll helped us significantly cut the time spent on preparing and running payroll and bolstered our confidence in the numbers. Now, Abra ESS dramatically reduced the number of employee calls, allowing our department to better focus on more strategic issues like employee retention programs."