



Effective Design, Implementation,
and Support for Your HRMS Needs

Customer Success Story

Fidelity Bank Enjoys Secure Solution From Dresser & Associates

Sage Abra Is The Comprehensive HRMS

Customer Information:

Fidelity Bank

Headquarters:

Atlanta, Georgia

Industry:

Banking

Web Site:

www.lionbank.com

Software Solution:

Sage Abra HRMS

- HR
- Payroll
- Attendance
- Benefits Enrollment
- Employee Self Service
- Train
- Recruiting Solution

Fidelity Bank is one of Atlanta's largest community banks with 23 branches in the city and surrounding area. Combining the products and services of a big bank with the personal customer service of a community bank, Fidelity Bank continues to grow its assets and its reputation. Fidelity Bank invests in its 325+ employees and chooses Dresser & Associates and Sage Abra HRMS to help manage this vital asset.

Data In Too Many Places

Before Fidelity Bank implemented Sage Abra HRMS, it relied on three separate systems to manage its human resource and payroll tasks. Kathy Bennett, payroll administrator for Fidelity Bank, explains the problems the lack of integration between its systems caused, "We had data in too many places," she says. "When we needed an answer or when we needed to update employee information, we had to go to three different systems. It was inefficient and ineffective."

Bring Vital Functions Under One Umbrella

Fidelity Bank looked at several Human Resource Management Systems (HRMS) before deciding on Sage Abra. "Our priority was to bring HR, payroll, attendance, benefits, employee self service, and recruiting under one umbrella," Bennett recalls. "We spoke to other vendors and analyzed other packages but kept coming back to Sage Abra as the single best solution. Dresser is professional and knowledgeable and Sage Abra has every element we were looking for."



Bennett says the bank set an aggressive timetable for implementing the new system and Dresser & Associates met the challenge. "They allocated the right resources to the project and as a result we were live within three months of purchase."

Employees Help Themselves

Dresser & Associates configured the Abra ESS (Employee Self Service) module as a resource for both Fidelity Bank's employees and its management. Since rolling out the solution, there's been nothing but high praise.

"Employees are able to change their W-4 information on line, update their benefit information, and check their attendance and time off accruals," Bennett says. "They get the information

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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.

instantly and on their schedule and we get fewer calls and requests in our HR department.”

Similarly, managers can view information for their employees, approving time off requests and recording employment notes.

A timesheet application developed by Dresser & Associates is easily accessible from the portal. From here the bank's hourly employees enter their daily time and exempt employees record exceptions to their weekly schedule. The data flows seamlessly into the Abra Payroll module for paycheck generation and in turn to the Abra Attendance module for time-off management.

The Sage Abra Benefits Enrollment module has reduced the administrative time Fidelity Bank spends on the annual open enrollment process. “Before we had little control over the process and at the end we were left with a file containing the employees' elections to import into our HR system,” recalls Bennett.

Thanks to the integrated operation of Sage Abra, employees enter their elections online through the Abra ESS portal and those elections flow seamlessly into the Sage Abra HR, eliminating the need to verify and import data.

Streamlined Recruiting Solution

Fidelity Bank also uses the Sage Abra Recruiting Solution to organize and manage applicant data from initial job posting through final hire. “We're able to import the data from incoming resumes and the software organizes the data so we can per-

form searches to help us find qualified applicants,” Bennett says. “It streamlines the recruiting process and enables us to comply with Affirmative Action reporting requirements.”

Efficiently Manage Employee Training

The bank invests in continuing education programs for its employees and the Abra Train module automates scheduling, record-keeping, and correspondence to ensure employees receive the training they need. “By conscientiously tracking our training program we make certain that we have the documentation we need to qualify for tax credits that are available for certain types of training,” Bennett explains.

In-House Payroll Delivers Savings

The ability to process payroll in house allows Fidelity Bank to provide its employees with the same superior service it offers its banking customers. Every employee takes advantage of the Direct Deposit feature in Sage Abra Payroll. They receive an e-mail notifying them that their vouchers are available to view and print from the ESS portal.

Bennett has nothing but praise for Dresser & Associates, “They are great communicators and always have smiles on their faces,” Bennett concludes. “We've never asked them anything that they weren't able to help us with—they are very responsive to our needs.”



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