

Sage Abra HRMS | Customer Success

Sage Abra HRMS is a powerful and flexible solution for Dilico Anishinabek Family Care

The Anishinabek Nation is a union of First Nation peoples across Ontario. Dilico Anishinabek Family Care (Dilico) was formed in the early 1980's to provide a wide range of programs and services for Anishinabek children, adults, and families. The organization promotes wellness, helps prevent illness and trauma, and provides diagnosis, treatment, and rehabilitation services within Anishinabek communities. Dilico employs 500 staff across Northwestern Ontario. It's a large workforce, often separated by great distances and multiple jurisdictions. To facilitate the effective management of its complex payroll and human resources tasks, Dilico relies on Sage Abra HRMS.

A sophisticated, easy-to-use solution

As a large nonprofit organization, Dilico has sophisticated requirements for its HRMS. "We must track five distinct levels in our organizational structure and allocate labor and benefit costs correctly within that structure," says Terry Favel, office manager for Dilico. "Abra provides us with this level of sophistication in a user-friendly package. It fits our organization well."

Flexibility and control

Dilico uses the ability to create custom data panels in the software to tailor the solution to meet its precise business requirements. "The software allows us to create fields to store

data specific to our needs, and then easily view and report on the data," explains Favel.

Recently, the organization underwent a major restructuring of its workforce as a result of a new collective bargaining agreement. Favel says this experience reinforced the power and flexibility of Sage Abra HRMS. "By creating separate employers in the software we were able to conform to the multitude of rules and regulations mandated by the new agreement."

Dilico also makes extensive use of the flexible reporting functionality within Sage Abra HRMS. "Any of the reports can be customized using Crystal Reports®," Favel says. "I was able to create a sophisticated statistical analysis report for our board that aggregates data from several modules and provides details such as: overtime hours, recruitment patterns, turnover, longevity, the number of aboriginal staff members, and the treaty areas we draw from. The ability to produce a highly specialized report like this is impressive and speaks to the flexibility of the software."

Proactive, rather than reactive

License and certification data for the organization's nursing staff is stored within Sage Abra HRMS. Dilico configured the Abra Alerts module to monitor the license and certification expiration dates and send reminders to nurses, their managers, and management when renewals are due.



CUSTOMER

Dilico Anishinabek Family Care

INDUSTRY

Community Services

LOCATION

Thunder Bay, Ontario

NUMBER OF LOCATIONS

8 branches, 1 operations center

SYSTEM

Sage Abra HRMS

- Abra HR
- Abra Payroll
- Abra Alerts
- Abra Attendance
- Abra Link
- Abra Train
- Abra OrgPlus

CHALLENGE

Dilico is a large nonprofit community service organization with complex and sophisticated requirements of its HRMS.

SOLUTION

For nearly a decade, Dilico has relied on Sage Abra HRMS to meet its payroll, attendance and human resource management requirements.

RESULTS

Abra Alerts monitor events in the database and notifies affected personnel. Custom data panels enable tracking of organization-specific data. Powerful reporting tools facilitate the dispersal of important information. In-house payroll offers significant savings.

Many staff members are required to maintain insurance; Dilico configured a custom panel in Sage Abra to hold this information. An alert monitors the data and sends out reminders to staff before their insurance is due to expire. "It would be nearly impossible for us to monitor this information without Sage Abra," Favel says. "With 500 employees—many with several certifications—you can imagine how much labor would be involved in tracking this information manually."

Abra Alerts have become an indispensable tool for Dilico. "We have set up dozens of Alerts," Favel explains. "We monitor overtime and sent an alert to HR when an employee is approaching the maximum hours. We send performance evaluation reminders automatically to managers. We use Alerts to monitor the waiting periods for our health insurance and vacation benefits and notify managers and employees when the waiting periods are satisfied. We are able to be proactive in a way that would be extremely difficult without this automated monitoring."

Partner and training expand usability

Dilico's Sage Authorized Partner continues to work with the organization to introduce new features and functionality as they become available. "They are extremely knowledgeable of the product and about HR and payroll, so they have become our go-to resource when we have questions or challenges," adds Favel.

Favel has received valuable training on VB Scripting and Crystal Reports through the business partner. "These are very useful tools, and through the training I have gained the confidence to put them to effective use," he says. "We use VB Scripting to create many of our more complex Alerts, and using Crystal Reports we have built systems to distribute key reports to our managers by email."

Efficient and cost-effective payroll processing

As is true for many organizations, payroll is one of Dilico's largest expenses, so handling this vital task efficiently and cost effectively is critical. The Abra Payroll module empowers Dilico with the functionality and control to handle its large payroll in house. This saves the organization tens of thousands of dollars annually when compared to the cost of outsourcing payroll.

"We have used Sage Abra HRMS for nearly a decade. During that time our business needs have changed, yet the software adapts to our needs."

Terry Favel, Office Manager
Dilico Anishinabek Family Care

A solution for the long term

"We have used Sage Abra HRMS for nearly a decade," concludes Favel. "During that time our business needs have changed, yet the software adapts to our needs. We use almost every component of the software. It is an ideal solution to meet our payroll, attendance, and HR needs."

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers' needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, healthcare, manufacturing, nonprofit, and real estate industries. Sage North America employs more than 4,100 people and supports nearly 2.9 million small and medium-size business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 14,500 people and supports 5.8 million customers worldwide. For more information, please visit the website at www.SageNorthAmerica.com or call **866-308-2378**.