

# Sage Abra HRMS | Customer Success

## Sage Abra achieves the vision of “a workforce system that works.”

The City of Baltimore is serious about promoting the local economy and helping its citizens maximize their career potential. Its Mayor’s Office of Employment Development (MOED) directs workforce development initiatives to meet the needs of employers and job seekers. MOED’s 300-plus employees are located throughout the city—in schools, career development centers, and other locations. The human resources department tried to keep track of employees with the use of typewriters and paper records. They even tried a home-grown database, but it eventually became obsolete.

“About three years ago we figured it was time to join the computer age,” says Annette Clingan, senior human resources analyst. “We implemented Sage Abra to automate our human resources group and maintain our records. It has transformed our department, and easily streamlined our workload by 20 percent.”

Sage Abra provides a powerful Human Resources Management System (HRMS) with end-to-end integration. The system stores HR data such as demographics, salary history, performance ratings, training information, and applicant tracking.

MOED relies on Abra Recruiting Solution to streamline its hiring process. “Once an application is received in HR and entered into our database, Abra Recruiting Solution automatically generates an acknowledgement letter,” Clingan says. “Each paper résumé is converted to an electronic file. Instead of plowing through filing cabinets to match applicants to current openings, we can display search results showing all people with certain skill sets in a matter of seconds.”



### Customer

Mayor’s Office of Employment  
Development (Baltimore)

### Industry

Local government

### Location

Baltimore, Maryland

### Number of Locations

Ten

### Number of Employees

300

### System

Sage Abra

### Sage Products in Operation

- Abra HR
- Abra Recruiting Solution
- Abra Train
- Abra Alerts

### CHALLENGE

Completing forms with typewriters was time-consuming, required duplicate data entries, and resulted in frequent errors; all reports had to be prepared manually.

### SOLUTION

Sage Abra, including Abra HR, Abra Alerts, Abra Train, and Abra Recruiting Solution.

### RESULTS

Time previously spent on payroll processing and recruitment administration cut in half; manual notification of training and appraisals completely eliminated; overall time savings of at least 20 percent.

## Customized Solutions Fit Specific Needs

“The main reason we selected Sage Abra was for customization,” Clingan explains. “The city dictates many of the forms we must use, and we were tired of typing information onto paper documents. We used Abra HR to create forms that are identical to the city’s. After filling out the form, you just hit a button and print. The information is automatically transferred onto the form from our database. This feature alone is saving us about half the hours we used to spend processing payroll forms.”

The agency has also customized Sage Abra for tracking grants. “We’re a city agency, but funded by city, state, and federal grants, and must monitor dispersals from different grants separately. With Sage Abra we were easily able to generate custom panels for tracking. It’s working great.”

## Action Alerts Save Time

MOED uses Abra Alerts to send personnel email about upcoming performance appraisals. “Before, we were manually sending email to supervisors when appraisals were due. Now Abra Alerts does it for us. It also sends email requests to personnel updates twice a year to ensure that our records are accurate, notifies employees of health insurance sign-up periods, and performs mass updates for things like across-the-board salary increases. Abra Alerts has virtually eliminated all the time we used to spend on these tasks.”

“Sage Abra has been instrumental in MOED achieving its vision of ‘a workforce system that works.’ It has eliminated the drudgery of our jobs in HR, and allowed us to focus on important projects like developing a new employee handbook and intranet site...”

Annette Clingan  
Senior HR Analyst  
MOED Baltimore

Abra Alerts is especially useful for informing employees of required training. “Sage Abra tracks classes each person completes, generates a report showing who is due for more training, and notifies the employee and their supervisor,” says Clingan. “When they sign up for a class, they receive an email from Abra Alerts confirming the date and time. This is helping us with compliance, and employees tell us they appreciate the reminders.”

“Sage Abra has been instrumental in MOED achieving its vision of ‘a workforce system that works,’” says Clingan. “It has eliminated the drudgery of our jobs in HR, and allowed us to focus on important projects, like developing a new employee handbook and intranet site—things we never had time to do before Sage Abra.”