

HROffice moves strategy to the forefront for busy HR department

Effective management of HR information means less time spent on tactical elements



Teamwork is the key for any business to succeed. Diamond Data Systems' growth is a testament to its high-quality team of professionals it has on staff. A 76-person technology company, Diamond Data Systems has rapidly grown into a multimillion dollar cutting-edge computer software and hardware firm on the basis of honesty, quality, integrity and outstanding service to both customers and employees. A big part of the company's success is that they treat employees with the same regard as customers by providing fast, efficient service.

As a one-person HR department, Paula Mooney Hender needed an HR management system that could help her better respond to employee needs and that could grow as the company grew. The ACT! program she had been using as her employee database to try to track employee benefits, calculate information such as vacation accrual was not keeping pace with her ability to serve employees. Additionally, she had no solid method of running reports, and generally spent the bulk of her time researching and

responding to employee questions, putting strategic work and special projects on the back burner.

While researching the various HRMS products on the market, Hender learned about Ascentis Software's HROffice. "As a small company, we could not afford the large-scale systems complete with on-site consultants," said Hender. "We needed a system that was easy to use, cost effective, and could grow as our company grows."

After thoroughly testing the product, Hender found that HROffice had everything she needed. "I played with the product, beat it up a bit and found that HROffice had everything I needed to help improve not only my department's productivity, but also our company," said Hender. "It's a very intuitive, easy to use system that did not require any special training or on-site assistance."

HROffice is an HRMS system that allows companies to manage employee compensation and benefits ranging from personal data, benefits coverage, compensation history, COBRA, FMLA eligibility and maintenance, OSHA and more. The system is geared to meet the needs of small to mid-sized companies such as Diamond Data by allowing flexibility to customize features to meet each company's individual tracking needs. HROffice's custom reports feature allows users to

generate information within minutes, saving days worth of work using manual report generation methods. HROffice is Microsoft compatible and integrates with Microsoft applications including Word and Excel.

"When I was evaluating HROffice, the key factors that impressed me were the ability of the product to grow in size and function with our company, customization of fields, flexibility in reporting, ease of use, security assignment features, benefits tracking, and of course, the cost," said Hender.

More time for strategic development

Since going live with HROffice, Hender is now able to focus on strategic direction, and spends less time on the tactical elements of the job. HROffice's security features have been a huge benefit to this end, says Hender. Before, when a manager or another employee needed information, they had to request the information from Hender, who then spent considerable time searching through her database or paper-based files for the information. Now, employees of all ranks – from the receptionist to the management team – have predetermined levels of access to employee data based on security parameters set by Hender.

"The security features are fantastic," said Hender. "I can select the level of security that each employee or manager has access

to. For example, if a manager is working on budgets and needs salary information, they can go into the system and generate their own reports. If an employee wants to know their vacation balance, they can go to their manager for the information instead of HR. Or, if the receptionist needs a phone number for an employee she can look that up in the system. HROffice has removed HR as the bottleneck for information by effectively giving that access to the individual departments.” The end result, says Hender, is that she is now able to do the job she was hired to do. “By freeing up my time spent searching out information for employees, I now have time to devote to more strategic issues such as training and special projects.”

Greater efficiency equals greater employee satisfaction

The efficiency Hender is realizing in her job directly translates to overall employee satisfaction. Employees reap the rewards of having HROffice in place by having an HR department that can quickly respond to their needs.

“HROffice has increased our efficiency in the calculation of our leave policies, and tracking of benefits and compensation information. What used to take hours now takes just minutes. In turn, HR is able to give managers access to more hands-on information so that they can quickly answer questions for employees, which leads to happier employees,” said Hender.

Greater flexibility in reporting and tracking information

Hender appreciates the wide variety of reporting features as well as the ability to create custom reports. “The reporting capabilities are key. Instead of going to a

paper-based file, I can run a report to find out employee information such as date of last review and information about that review, as well as track benefits information on a particular employee,” said Hender. “Bottom line is that it now takes me just minutes to access this information versus hours or days.

“I like the ability to use HROffice’s standard reports as well as being able to create my own custom reports through custom tabs and templates,” added Hender. “For example, as a computer consulting company, it’s

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important that we know which employees hold which certifications, so I was able to create a custom tab to track training certifications. I also love the ability to export data into Excel spreadsheets, which has helped out a lot with some of the reports we like to use.”

Help with regulatory compliance and benefit plan changes

In addition to reducing time spent on tasks such as manual tracking of time and data entry, Hender is finding that she has an easier time keeping track of regulatory compliance issues and plan change updates.

“HROffice also makes it easier to track FMLA time and perform batch enrollments.

Now, for example, if we add a new dental plan, instead of updating each individual employee file, I can access the batch enrollment wizard, click ‘yes’ to enroll all, and everyone is added to that new policy. This saves me tons of time from having to perform data entry.”

HROffice’s COBRA administration feature has been a huge plus for Hender, giving her the ability to send out notices and track payments that were difficult or even impossible to do before. “If you’re not in compliance with COBRA your company could be in big trouble. Having a system such as HROffice administer COBRA not only saves me tons of time but ensures that we are in compliance by getting notices out in a timely manner.”

Cost savings realized

Hender notes that greater accuracy in billing reconciliation has helped the company save money in insurance costs.

“Before, when we’d receive our insurance billing remittance, we did not have any type of audit system to be sure we were paying what we should. Now, I have 100% confidence that we are paying the amount we should be by matching our records with the insurance company’s remittance. This has definitely saved us money.”

In all, Hender has found numerous benefits using HROffice. “Since we’ve started to use HROffice, our company has grown 120% and our HR staff has remained a one-person department. The savings in time of producing, gathering, and reporting all the information that you have to do in HR has been well worth the investment!”



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