

Sage HRMS

CLIENT SUCCESS STORY



Shafer Solutions Helps Drive Success for WLR Automotive Group

Client
WLR Automotive Group, Inc.

Industry
Automotive Parts and Service

Headquarters
Frederick, Maryland

Number of Locations
16

Number of Employees
225+

System
Sage HRMS

WLR Automotive Group, Inc. owns and operates oil change centers, repair centers, an automotive parts store, and car washes and detail facilities. Its foremost brand is The Lube Center, where customers can enjoy a cup of gourmet coffee and even remain in their cars during the rapid 10 minute service. The company has earned a reputation for superior service delivered by highly trained, polite, and friendly employees. WLR Automotive Group is committed to treating its 225+ employees with the same level of respect and turns to Sage HRMS (formerly Sage Abra HRMS) and Shafer Solutions, Inc. for help in its mission.

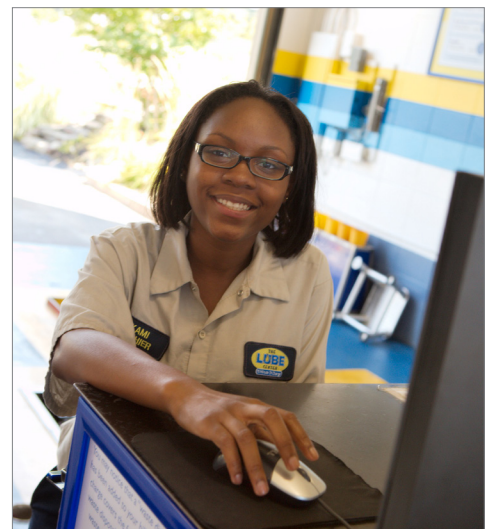
Outgrowing QuickBooks

Until recently, the company had been using QuickBooks to process payroll, but the software did not offer the features or tool set the growing company needed. “We had simply outgrown it,” recalls John Mauck, human resources director for WLR Automotive Group. “We wanted integrated payroll and HR functionality that could grow with our organization.”

A Powerful Solution And Trusted Partner

Mauck and his team evaluated Sage HRMS, UltiPro, and a Microsoft solution before deciding on Sage HRMS. “Ease of use, an intuitive interface, and an attractive price point were all factors in our decision to choose Sage HRMS,” Mauck says. “It offers a lot of flexibility that allows us to automate many processes and track data that is unique to our operation.”

Also of importance to WLR Automotive Group was the selection of a strong business partner to implement, train, and support the solution. “Shafer Solutions came to us as a referral,” Mauck says. “They are a hands-on group with a great deal of knowledge. We appreciate their approach, which is to build a long-term relationship and collaborate with us as part of our team.”



About Shafer Solutions Inc.

Since our inception in 1983, we have been the leading provider of software services in the Mid-Atlantic region. Using the latest technology, we help our clients grow and succeed.

Shafer Solutions is a Sage Authorized Partner specializing in Sage HRMS, Sage 100 ERP, Sage CRM, and Sage Fixed Assets.

We take pride in our commitment to put the needs of our clients first. We strive to build enduring relationships while cheering you on as your company grows. Let us be your guide on this journey.

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Streamlined Payroll Saves Money

The company's multifaceted payroll includes a complex compensation structure and multiple locations and departments. Using Sage HRMS has streamlined its payroll process dramatically. In fact, after the implementation of Sage HRMS, when a payroll clerk left the company no replacement was hired. "We are able to process payroll with fewer staff than before," Mauck explains.

In addition to cutting labor costs, Sage HRMS has enabled the company to become more efficient. "We used to have to divide our payroll into two runs per month, and each took nearly two weeks to complete," Mauck says. "Now we have consolidated into a single run and can complete payroll in about two days."

The company appreciates having all of its employee data in one convenient location. "A single database holds all of our employee data; this makes it much simpler to get the information we need," says Mauck. "Sage HRMS uses Crystal Reports®, so we are able to modify the standard reports and build new reports as needed. And our management team can access the reports without accessing Sage HRMS."

Going Paperless

One of the company's goals for its new HRMS was to automate manual processes. One way it is reaching this goal is through Sage KnowledgeSync, an alerts and workflow tool that works within Sage HRMS to monitor and respond to changing business conditions. Shafer Solutions introduced the company to Sage KnowledgeSync and helped configure it. "Now we have a set of email alerts that notify employees and management of important events," says Mauck. "For example, when we record a new hire, an email is generated and sent to our finance

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and IT departments. In the past, this would have required paper forms – now it happens electronically."

Currently, Shafer Solutions is working with WLR Automotive Group to implement the Sage Employee Self Service (ESS) module. "We are excited about this move," Mauck says. "We already have all of our employees on Direct Deposit, but still print and distribute payment notification stubs. With ESS, employees can view and print their own stubs or receive them by email. We will save time, paper, and courier fees."

Another way WLR Automotive Group is going paperless, automating form handling, and accelerating workflows is through the use of Sage HRMS HR Actions, an application that works with Sage HRMS that the company plans to implement in the near future. "We will use Sage HRMS HR Actions to automate our performance appraisal process," says Mauck. "All the information is recorded electronically and that form will route automatically through our input and approval processes."

Shafer Solutions continues to provide valuable service, support, and advice. "While the Sage help desk is great, Shafer Solutions knows our business," says Mauck. "They empower us with knowledge, training, and advice. Their partnership is very important to us."