



STAR-INFO

Newsletter for Sage HRMS

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Headline News

Sage Employer Solutions was recognized with a Useful Social Media Award at the inaugural Corporate Social Media Summit in NYC on June 13, 2012.

Sage was awarded the **B2B**

Marketing Effectiveness

Award for its advanced integration of social media into broader marketing and branding efforts. Useful Social Media is a leading player in corporate social media business intelligence. Congratulations, Sage!

Sage Employee Self Service

Increasing Employee Empowerment Can Translate Directly To A Stronger Bottom Line

Until recently, the main goals of HR automation technology have been to increase the efficiency of HR processes and to help ensure compliance with government reports and regulations. But there is another goal that may be just as important in the current business climate – supporting employees in the organization to increase employee satisfaction and retention. In this article, we discuss how Employee Self Service and Analytics for Sage HRMS can make a significant contribution to your organization's bottom line.

Investing In Employees

The employees of your organization may be your largest asset. Two companies may appear to be very similar in terms of products and services, but one is much more successful; what is the difference? In many cases the critical success factor has been that the company actively engages and supports their employees. The best way for a company to increase employee satisfaction and retention is to invest in its employees. Here are some compelling statistics:

- » Disengaged employees are estimated to cost \$350 billion per year in lost productivity, accidents, theft, and turnover.
- » The Society for Human Resource Management estimates that it costs on average \$3,500 to replace an \$8.00 per hour employee.

Investing in employee engagement increases employee retention and thus



decreases employee turnover costs. An employee will be motivated to stay at a company when they feel comfortable, well respected, fairly compensated, and see possibilities for growth and personal development.

How To Engage Employees

There are three main ways you can engage your employees:

1. Provide information to your managers and employees regarding their job performance.
2. Communicate the company's values, vision, and mission to all employees. Help each employee understand how his or her job contributes to the whole.
3. Provide a supportive work environment; employees want to be self-sufficient and be able to do their jobs more efficiently. An organization needs to provide

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Sage Employee Self Service

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the environment, tools, training, and information necessary.

Sage Employee Self Service

Deploying Sage Employee Self Service (ESS) can give your organization a big boost in employee satisfaction and engagement. This add-on to your Sage HRMS solution is a powerful Web tool that automates your company's business processes and promotes workplace satisfaction. Employees have access to and can take ownership of their personal information. Managers can become more self sufficient because they can easily access information about their employees and the organization. ESS runs in any Web browser and can be made accessible via the Internet or company intranet depending on how you choose to deploy it.

With ESS, employees have access to:

- » Skills list
- » Job history
- » Performance reviews
- » Pay history
- » Pay stubs
- » Attendance balances
- » Time off requests
- » Training and certifications
- » Company phone list

Managers have access to:

- » Employee data
- » Attendance information
- » Employee performance
- » Salary history
- » Time off request information

Actions Available

ESS is more than just a static view of information. From within the browser, employees can modify their personal information such as emergency contact, and it will be routed for approval according to the workflow your HR department sets up. Another useful feature is the ability for an employee to

request time off, and for managers to review and approve it at their convenience. If more than one level of approval is required, workflow can be set for that as well. Managers can configure their departments to make sure the only two people performing an essential role do not take time off at the same time, and review this information in a convenient calendar view.

HR Controls The Information

HR administrators can define access to ESS based on user roles. They also can customize pages, and post important messages that employees need to see. Links can be incorporated into the ESS page to benefits websites and company documents such as the employee manual and mission statement. Full integration to Sage Abra and Sage HRMS means data is dynamically updated each time the employee or manager accesses the data.

Reporting Tool Included

Perhaps the most powerful feature for managers and executives is the Sage Employee Analytics capability that is supplied as part of ESS. These are the live links and downloadable Excel (IQY) reports that connect users to information they need for decision making, anytime, anywhere. The information can be displayed in a variety of ways, including custom pages in ESS, the company intranet, any browser, Excel, and Crystal Reports®. The data returned by Employee Analytics can be used to create Crystal Dashboards with valuable information such as turnover statistics.

Self Service Access

The screen shot on this page is an example of an employee/manager ESS screen. You can see the menus on the left side that apply to this person's role as either an individual employee or a manager. The top-center section has

been reserved for messages that have been sent either to all employees or to this person individually. Summary information regarding benefits, pay history, and time off summary can be viewed on the home screen. From there employees can drill down into details on

ZOOM IN

The ESS home screen is customizable and can be accessed from any Internet-enabled device, including an iPhone.

any of these, and in some cases take action. For example, an employee can drill down to a particular pay stub that perhaps they need for a new mortgage application, and print it out. On-screen instructions within each detail section tells employees what they can do on this page and how to navigate.

Employee Self Service and Analytics for Sage HRMS can be a powerful tool for increasing employee engagement and empowering managers and employees with access to information. Give us a call to discuss the benefits of deploying ESS in your organization. ✨

Sage Source: A New Benefit of Sage Business Care

Recently, Sage Employer Solutions launched a new Web-based offering, Sage Source. This service is being provided at no additional charge exclusively to customers on the Sage Business Care program. Sage Source is an easy-to-use, personalized, Web-based workspace designed to provide services and benefits to Sage HRMS customers and their employees. Sage Source creates possibilities for small and mid-sized organizations that previously were feasible only for much larger organizations. Let's learn more.

Making Your Business Life Easier

Sage strives to make their customers' business lives easier. They expend a great deal of effort developing applications that reduce workload, increase efficiency, and provide businesses with the tools they need to be competitive in any industry. Sage Source is an excellent example of the Sage commitment to extend beyond traditional business solutions to innovative new solutions that help achieve optimum work/life balance, enabling your workforce to excel personally as well as professionally.

Sage Source allows you to streamline business processes and offer employees access to valuable online business tools and benefits at no additional cost as part of Sage Business Care. Requiring no implementation or IT administration, the intelligent, customizable online interface easily leverages existing Sage HRMS on-premise data and combines it with complimentary services from third-party solution providers.

Business Rewards of Sage Source

» **Attract the Right Talent**—With Sage Source you can offer benefits to your workforce that previously only larger enterprises had the means to offer.

» **Communicate More Effectively**—Improve communication using the company announcement gadget, which enables you to notify employees immediately of critical information on their work PC, smart phone, or personal tablet.

» **Secure Access**—Provide your employees secure electronic access to their payroll information without printing pay stubs.

» **Employee Engagement**—Motivate your employees and increase your Return on Employee Investment.

» **New Technology**—Ensure employees have the on-the-go, anytime access to the tools and services they need to do the job.

» **Work-Life Balance**—Eliminate the need for employees to disconnect from their work life to connect to their personal life by putting work and life interests in one workspace and fostering an environment that encourages loyalty.

Sage Source Benefits

Sage Source is a value-added benefit available to Sage Business Care customers included at no added cost to your organization. The Sage Source website is secure and requires user-created credentials to logon. It is easy to start using Sage Source; all you need is an Internet connection and a logon. No training is required. A personalized view allows each user to create his or her own unique environment. And Sage Source is mobile friendly, allowing employees to stay connected wherever the workday takes them.



What Is A Sage Source Gadget?

Think of a gadget as a mini Web page that displays only the most relevant information for a specific service. Depending on the service tied to the gadget, the gadget will have different functionality.

Gadgets display both professional and personal tools so a user has access to the tools they use every day in a centralized workspace. The Sage Source gadget catalog provides access to an ever-growing library of Sage-vetted gadgets that will help a user stay organized.

Gadgets currently available include:

- » Sage Employer Resources (SER)
- » Supplemental Benefits
- » Employee Discounts
- » Company Announcements
- » View Pay Stubs

For more information, give us a call with your questions or visit www.sagesource.com. ✨



IN THE SPOTLIGHT: The Dos And Don'ts Of Background Checking

Background checking: should you do it, what should be included, and how do state and federal laws affect it? In this article we offer some dos and don'ts of this sensitive task.

Pros And Cons

Businesses are to some extent caught between a rock and a hard place when it comes to background checking. You need to collect enough information to make sure you are making a good hire. On the other hand, you want to avoid being accused of making a biased hiring decision and facing an Equal Employment Opportunity Commission (EEOC) investigation.

Types Of Background Checking

Depending upon the circumstances, you can use some or all of the following background checks.

Education Checking: Definitely do check education. Degree checks are easy to do and worth it. They are handled through electronic data warehouses and are simple, fast, and accurate.

Previous Employer References: This is the most important check you can do. While many businesses are reluctant to give specific information, they generally will give you information that is well-documented, such as date of hire and length of employment.

Social Media: While it may be tempting to gather information about candidates from social media such as Facebook, it is not recommended. You can find out things you might not have the right to ask about in

an interview, and therefore the information could be grounds for a future lawsuit.

Credit History Checking: Credit history checking is becoming more common in the current economic climate, but use this tool with care as complaints about its misuse are on the rise. Save this check for use with positions involving money management. You also may want to check credit history on someone who will have an expense account. However, credit history checks are disallowed for line employees who handle cash in a retail environment.

Criminal Background Check: Many organizations ask about arrests or convictions right on the application. Unless a criminal background check is mandated by the position, we recommend waiting until the end of the interview process when you are about to make an offer. An example of when a criminal history check is mandated by the position is home healthcare employees.

One Size Does Not Fit All

Every organization is different, and the level of background checking you do should vary for the different positions in your organization. It is worth your while to take a look at all the positions in your company and group them by type of background check, and have a documented policy in place.

Background Screening Partner

Background screening organizations can save you a lot of time and effort. If you are recruiting on a national level, be sure to use a national background screening company that has access to records in all states.

Document, Document, Document

Use your Sage HRMS system to retain notes and results of background checks. These will be essential if you encounter any issues with complaints of biased hiring practices in the future. Call us with your questions. ✨

Contact Information

Dresser & Associates, Inc.
243 US Route 1
Scarborough, ME 04074
Regional Offices Located In:
Clearwater, FL
Atlanta, GA
Blue Bell, PA
(866) 885-7212
(207) 885-0816 fax
info@dresserassociates.com
www.dresserassociates.com

