Eagle Rock Distributing Company Raises a Toast to Sage Abra Suite

From its two state-of-the-art facilities, Eagle Rock Distributing Company distributes beer and other beverages from a wide variety of brewers and manufacturers small and large, domestic and international. The company provides transportation, refrigerated storage, and maintenance for beer, a perishable product, from the time it leaves the brewery or importer until it arrives at one of the more than 5,000 retailers, restaurants, and bars throughout the 19 Georgia counties it serves. Eagle Rock Distributing's fleet of vehicles is on the road day and night to ensure that its customers receive the freshest, highest-quality product.

The company has a deep commitment to exceptional customer service and community involvement. Eagle Rock Distributing relies on Sage Abra Suite to ensure its 300 employees benefit from the same commitment to service that its customers do.

"We have used Sage Abra Suite for years," says Lisa Jones, vice president of administration at Eagle Rock Distributing. "Sage Abra Suite continues to work for us as we grow."

Sage ESS Saves Time and Money

Most of the company's employees take advantage of the direct deposit option, a feature available within the Sage Abra Suite Payroll module. "Our employees really appreciate that they are able to split their deposit into multiple accounts," says Jones.

Until recently, Jones and her staff still had to print and distribute the direct deposit vouchers to staff. "We are committed to becoming a paperless department," she says. "We added the Sage ESS module to help us to meet that goal."

The Sage Employee Self Service (Sage ESS) module empowers Eagle Rock Distributing's employees with the ability to access and update much of their own payroll and HR data. They are able to view and print direct deposit pay vouchers, update their address and withholding information, and review and print their W-2 forms.

"The Sage ESS module makes the information available to employees at any time of the day or night," says Jones. "Everyone likes it, particularly our employees who work when our department isn't open. Sage ESS allows them to get the information they need at their convenience."

In addition to providing a service to employees, Sage ESS is saving a considerable amount of time. "We are saving about five hours each week—time we used to spend printing, stuffing, and distributing vouchers. It is a tremendous time-saver," Jones says. "It also is a better business practice—we no longer have printed documents containing sensitive payroll data."

*Sage 100 ERP was named Sage ERP MAS 200 when Eagle Rock Distributing Company initially implemented this solution. Product names have been updated in this case study to reflect current naming.

CUSTOMER
Eagle Rock Distributing Company

INDUSTRY
Wholesale Distribution

LOCATIONS
Stone Mountain, Georgia
Dalton, Georgia

NUMBER OF EMPLOYEES
300

SYSTEM
Sage Abra Suite
Sage 100 Advanced ERP*
Sage Fixed Assets

CHALLENGE
Eagle Rock Distributing Company maintains a large and distributed workforce that works around the clock. The company needs a robust, flexible, and cost-effective HRMS to enable it to effectively and efficiently serve its employees.

SOLUTION
For years, Eagle Rock Distributing has trusted its entire payroll and HR functions to Sage Abra Suite. The company also uses Sage 100 ERP for its accounting and Sage Fixed Assets for fixed asset tracking.

RESULTS
Sage ESS saves the company five hours per week by making pay vouchers available online. A link between Sage Abra Suite and Sage 100 ERP eliminates manual data entry. In-house payroll processing offers substantial savings when compared to outsourcing.

Managers also appreciate the Sage ESS module; they use it to review employee information and approve time-off requests.

Loyal to Sage Solutions

In addition to Sage Abra Suite, Eagle Rock Distributing trusts its business operation to Sage 100 ERP. The company uses the Sage Abra Link module to import items posted in Sage Abra Suite Payroll to the General Ledger module of Sage 100 ERP. "We also use Sage Fixed Assets for fixed asset tracking. You could call us a Sage House," Jones notes.

Preventing Check Fraud

Check fraud is an increasing concern for all companies. In response, many banks offer Positive Pay, a service that validates checks submitted for clearing against a customer-provided file of valid check payees and amounts. Eagle Rock Distributing's Sage business partner used Crystal Reports® to create a positive pay report file that contains the data elements in its financial institution's required format. It is sent to the bank after each check run. "We receive a notice from the bank if a check is submitted that does not match the file," explains Jones. "It is so important to have this protection as check fraud becomes more sophisticated."

Specific Business Needs Addressed

To ensure fair pay, Eagle Rock Distributing's management reviews and evaluates employee compensation. A large number of employees receive commission pay, which complicates such analysis. "We need to look at trends in pay, by route, by employee, and by date," explains Jones. In response, the company's Sage business partner developed customized reports that provide management with the information they need to perform the review.

Jones says that Sage Abra Suite HRMS easily handles even the most complex payroll deductions. "We have deductions that involve both an employee and an employer component, such as disability and life insurance," she says. "It is a straightforward process to set these up within the HR module."

> "Sage Abra Suite is easy to use, cost effective, and gives us complete control of the payroll process. If we outsourced, it would cost us more, and we would still need a part-time employee to handle data entry."
>
> Lisa Jones
> Vice President of Administration
> Eagle Rock Distributing Company

More Cost Effective Than Outsourcing

Thanks to the efficiency of Sage Abra Suite, two part-time payroll clerks are able to process the weekly payroll for Eagle Rock Distributing's 300 employees.

Jones says competing HRMS providers routinely pursue the company's business. "I often get solicitation calls from payroll providers to outsource our payroll. I tell them they have nothing to offer us," she concludes. "Sage Abra Suite is easy to use, cost effective, and gives us complete control of the payroll process. If we outsourced, it would cost us more, and we would still need a part-time employee to handle data entry."

About Sage

Sage is a leading global supplier of business management software and services for small and midsized businesses. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 12,300 people and supports more than 6 million customers worldwide. For more information about Sage in North America, please visit the company website at www.SageNorthAmerica.com. Follow Sage North America on Facebook, http://www.facebook.com/SageNorthAmerica, and Twitter, http://twitter.com/#!/sagenamerica.

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