CUSTOMER
Contrack International, Inc.

INDUSTRY
International construction

LOCATION
Arlington, VA

Number of Locations
Six

Number of Employees
1,500

SYSTEM
Sage Abra

Modules in Operation
- Abra HR
- Abra Benefits Enrollment
- Abra ESS
- Abra eRecruiting
- Abra Train
- Abra Alerts
- Sage FAS
- Sage Timberline Office

Contrack International Circles the Globe with Sage Abra HRMS

In Kandahar, Afghanistan, a Contrack engineer pauses while constructing an airfield runway. He remembers that corporate headquarters in Virginia doesn't have his wife's new cell phone number. How would they contact her in case of an accident? It's a worrisome thought, given that his job takes him to areas studded with unexploded ordnance.

He logs onto Abra ESS, an Internet-based employee self-service program that links to Contrack's central Sage Abra HRMS solution. Within seconds, he updates the phone number, plus corrects the spelling of his new son's name and double-checks his vacation schedule at the same time.

Solutions from Sage Abra

Less than a year ago, similar tasks would have taken days for Contrack's 1,000-plus employees halfway around the world. "We recorded everything on papers stored in filing cabinets—astonishing for a company this size—and were tearing our hair out," says Robert Rathbun, Contrack's human resources director. "We couldn't even

answer the simplest questions, like how many people we had that day in Qatar or Egypt. My first priority when hired was to find an automated system flexible enough to serve our people overseas, and robust enough to provide meaningful reports at home."

Contrack International adopted Sage Abra HRMS, with a full complement of human resources modules. The company uses Sage Abra to manage benefits, track demographics, oversee recruiting efforts, store resumes, track project assignments, cross-reference salaries, skills and education, and keep contact information up-to-date. The company also uses Sage Timberline

CHALLENGE

Manual system had employees "pulling their hair out," as it was nearly impossible to do the simplest jobs, such as verifying vendor invoices or counting employees.

SOLUTION

Sage Abra HRMS, with complete suite of human resources (HR) modules, plus Sage Timberline Office and Sage FAS Fixed Assets for totally integrated system.

RESULTS

Time to perform many routine tasks reduced by 95 percent; all employees have instant access to HR data; can easily track benefits, demographics, and assignments, as well as create reports.

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software
Your business in mind.

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and midsized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.

sage software

Office to manage financials, and Sage FAS for fixed asset management.

Easy Enrollment

Sage Abra has eliminated the pain of processing paperwork. "We have three types of health plans, plus dental, 401(k) and life insurance programs," explains Valerie Dinkins, benefits manager. "These benefits programs can vary when an employee's status is international rather than domestic. It can be confusing because people transfer back and forth, or might accept an assignment with special conditions. Sage Abra tracks all the details and helps ensure that our people get the benefits they deserve."

"Sage Abra gives us drop-down tables to track projects in the events field," adds Laura Himmelsbach, human resources manager. "We know when an employee will be finishing one assignment and become available for another. The system makes it easy to add or modify hazardous duty pay when conditions in a country change quickly. Sage Abra also lets us customize housing allowances for each type of assignment."

Employee Self-Service (ESS)

"The ESS module has been one of our most popular features within Sage Abra," notes Rathbun. "Employees have a hard time calling us from different countries, assuming they can get a phone to work. Mail can be slow and unreliable, but an Internet connection is typically available. The Abra Alerts module sends an e-mail reminder when it's time to re-enroll for benefits. Using the Abra Benefits Enrollment and Abra ESS modules, employees select their insurance plan online. Our employees really appreciate being able to go to a Web site to take care of HR matters themselves, regardless of where they are."

Sage Abra is making an enormous difference in other areas at Contrack. "Before, if we received a request to verify employment status, we spent 45 minutes plowing through files," Rathbun says. "Now we have an answer in a minute or two. It's the same with checking invoices, finding the number of employees on a given plan, or locating an employee's beneficiaries.

"Although I can't put a dollar figure on our savings with Sage Abra, I know it is substantial, making us a more efficient, well-run enterprise," Rathbun continues. "Support is great, and the system is user-friendly and easy to learn. We could double in size and still be fine with Sage Abra."