CUSTOMER
The Mattei Companies LLC

INDUSTRY
Commercial insurance underwriting

LOCATION
Seattle, Washington

Number of Locations
Five

Number of Employees
100

SYSTEM
Sage Abra

Sage Software Products in Operation
- Abra Payroll
- Abra HR
- Abra ESS

The Mattei Companies Serve Employees, Save Time With Sage Abra

Keeping employees happy is a key goal for almost every company. It's even more so for a commercial insurance company like The Mattei Companies, where low levels of employee turnover help strengthen customer loyalty and serve as an important competitive differentiator.

"We've always embraced the customer service ethics of Nordstrom, where I worked previously," says David Allred, human resources administrator. "If your HR department doesn't instill confidence by modeling exemplary service, the whole company is in big trouble."

More Control With Abra Payroll

The Mattei Companies have their roots in the forest products industry, and now serve seven industry segments from offices in Seattle, Sacramento, California, and Anchorage, Alaska. Claim and loss control services are provided by Mattei Insurance Services, with offices in Washington, California and Oregon.

Until recently, The Mattei Companies outsourced their payroll operations, and

ran the human resources (HR) department with spreadsheets. Data was stored in various locations and was difficult to access. Employees who worked outside of Seattle had to phone the HR department whenever they had a routine question about benefits, salary, or vacation accrual. "Basically, we did not have the control we needed over our payroll and data processes," says Allred.

Quicker Reporting With Sage Abra Solutions

In 1999, Mattei brought payroll in-house and automated its HR databases with Abra Payroll and Abra HR software. "Abra HR is the brain for our payroll and HR department. It stores all of our employee information

CHALLENGE

External payroll processing diminished company control; spreadsheet-based HR system hampered service levels; field staff lacked easy access to personnel data

SOLUTION

Abra Payroll, Abra HR and Abra ESS, for fully automated employee services, both at headquarters and in branch locations

RESULTS

In-house payroll saves hours every pay day; HR calls can be completed in seconds; employee self-service keep staff members happier

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.

in one central location, which is terrific for reporting and analysis as well as better customer service. And it cuts hours from payroll processing twice a month," Allred explains.

"If our CFO needs a report, boom—we can spit it out in minutes," he continues. "We can retrieve financial information from several years ago, which is great for business modeling and financial planning. Also, we can create snapshot reports that show the company's status on any particular day in the past, including who worked in what position at what salary, or even generate a complete company profile. I couldn't imagine being a functioning firm without this tool."

Abra ESS Puts Information Online

The most recent addition to Mattei's Sage Abra system is Abra ESS, short for "employee self-service." The module lets employees view their personnel records using an Internet browser, reducing the burden on the HR and payroll department by making information like paid-time-off, current benefits elections, and address or phone numbers easily accessible within security parameters defined by Mattei.

"Abra ESS is fantastic," says Allred. "From their desktop, employees check their payroll information or change addresses if they move. They don't have to call me every time they get a new cell phone number. They can print out a copy of their W-2 form, or find details on their 401(k) program. We've built in links to health care and dental providers, too, for employees' convenience, and made it possible for them to cut their own pay stubs or payroll statements. We've even put the entire employee handbook in Abra ESS, so people can look up any type of information."

Employees Get Answers Quickly

Allred says Abra ESS has trimmed the number of phone calls his department receives everyday, but that is not the real purpose of the software. "We like people to stay in touch with us, and still want to provide the touchy-feely aspects of HR," he notes.

"Abra ESS makes it easier to provide answers when employees call with questions. We point them to the correct place within the software and perhaps provide them with numbers for their particular plan. As a result, our calls are much shorter and more productive."

Remote Access With Abra ESS

With employees in several states, remote access to HR data has been a key benefit of Abra ESS. "It's like having HR right down the hall, even for employees in other time zones," says Allred. "Employees can also view data from their home computers, any time of the day or night."

Allred believes the benefits of Sage Abra, especially Abra ESS, go far beyond dollars and cents. "Yes, Sage Abra saves us time and money," he notes. "But that's not really why we got it. It helps us serve people better and faster, and makes us more viable as a human resources group. Most of all, employees love it. That's what counts for us."