



Effective Design, Implementation,  
and Support for Your HRMS Needs

## Customer Success Story

# Dresser & Associates Insures Success for BMC HealthNet Plan

*Managed Care Provider Relies On Sage Abra HRMS*

#### Customer Information:

**Boston Medical Center  
HealthNet Plan**

#### Headquarters:

**Boston, Massachusetts**

#### Industry:

**Health Insurance**

#### Web Site:

**[www.bmchp.org](http://www.bmchp.org)**

#### Sage Software:

##### **Sage Abra HRMS**

- HR
- Alerts
- OrgPlus
- eRecruiter
- Toolkit
- Employee Self Service
- Benefits Connect
- Link
- Train
- Attendance

**B**oston Medical Center HealthNet Plan (BMC HealthNet Plan) is a managed care organization serving more than 180,000 members across the state of Massachusetts. Founded in 1997 by Boston Medical Center, the Plan contracts with providers and hospital systems throughout the state to deliver quality and cost-effective care.

Up until a year ago, the BMC HealthNet Plan human resources department had no dedicated Human Resource Management Solution (HRMS); instead staff relied on spreadsheets and informal databases to store the employment details of its 400 staff members. "It had become unmanageable," recalls Hildy Stover, information technology coordinator for BMC HealthNet Plan, "we are too large an organization not to have a full-fledged HRMS."

#### **Search For The Right Partner**

The organization identified Sage Abra HRMS as the best-of-breed solution and purchased a full complement of modules from a local reseller. BMC HealthNet Plan never implemented the software however, "It was the right product, but the wrong partner," says Stover. "We didn't feel like they understood our requirements from the software and were uncomfortable going any further."

Stover began looking for a new business partner, and attended a user group conference held by local Sage Software Business Partner and Sage Abra specialists Dresser & Associates. Stover was impressed, "There were lots of happy customers



there, which spoke well of Dresser & Associates and a product executive from Sage Software was there too. I could tell that Dresser was committed to the product and felt they'd be a good business partner for BMC HealthNet Plan."

#### **Professional Implementation**

Dresser implemented the Sage Abra HR, OrgPlus, and Train modules. "The implementation went extremely well," says Stover. "We had just hired a new HR Director, and Dresser & Associates worked with that individual to set up and configure the software for us." Stover was impressed not only with Dresser's comprehensive knowledge of the software, but with the company's detailed knowledge of HR best practices. "Their real-world expertise was invaluable," she says.

## About Dresser & Associates:

Dresser & Associates is the leading solution provider for Sage Software. Dresser has been providing unique solutions for hundreds of businesses and providing them with the most productive and effective uses of current technology. Its mission is to provide quality services and cost effective solutions in order to ensure successful implementations that are on time and within budget. Dresser is committed to providing products and services that meet its customers' needs and exceed their expectations. Dresser has been selected for Sage Software's President Club for the last eight years and has recently received the distinction as a National Partner of Sage Software and Chairman's Club. The company exclusively supports and services Sage Abra software products and works closely with other VARS (value added resellers) to provide turnkey solutions to customers.

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### Strengthened Security

HR data is among the most sensitive data held by any organization. Sage Abra incorporates multiple layers of security ensuring an organization's employee information remains secure and accessible only to authorized individuals. The data resides in a secure database on the organization's server, and is included in its back-up regimen. "I'm much more comfortable with the security of this data now," says Stover. "When the data was in spreadsheets on individual's computers, it wasn't part of our routine backups."

### More Than A Face In The Crowd

The Sage Abra OrgPlus module allows BMC HealthNet Plan to easily produce and maintain an organization-wide organizational chart, complete with job titles and photographs. BMC HealthNet Plan posts their organizational chart on the organization's intranet, and Stover has received positive feedback from all departments. Before OrgPlus, someone in the HR department created a chart using Visio, but it was time-consuming to maintain, and therefore frequently out of date and inaccurate. "It's professional appearing and always up to date. It helps improve our staffs' impression of the HR department," Stover says.

### ADP Interface

Dresser & Associates configured the Abra Link module to send employee information to ADP,

the organization's outsourced payroll processing provider. The link utility is run each weekly pay period and creates a file in the format required by the provider. Stover says this simple process saves staff more than four hours every week, time previously spent manually entering this data.

### Future Looks Bright

With HR, OrgPlus, and Link operating successfully, BMC HealthNet Plan has asked Dresser & Associates to implement the balance of the modules, including Employee Self Service (ESS) and Benefits Connect. "We're looking forward to rolling out ESS," says Stover, "That's when our entire staff will see the benefits of the software."

BMC HealthNet Plan continues to turn to Dresser & Associates for the support and consulting advice that helps it maximize its investment. The staff attends the user conferences hosted by Dresser & Associates, and many have taken the Web-based seminars offered by the company. "They are very good at understanding and anticipating problems," says Stover. "They are helping us identify and evaluate other related software such as e-compensation and e-appraisal solutions."

"We are very happy with Dresser & Associates," concludes Stover. "They are reliable, responsive and extremely customer focused."



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