



Sage Abra HRMS

Employee Management Software

Newsletter



CMS NEWSLETTER

WINTER 2006



SAGE ABRA

CMS FYI

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INSIDE THIS ISSUE:

Independent Research Firm cites Sage Abra as Strong Performer	2
Introducing Sage Abra Benefits Connections	2
Clark Art Institute Turns to Channel Duo for Accounting and HR Needs	3
Sage Abra HRMS Technical Support Team Earns New SCP Certification	4



Sage Abra HRMS

Leaders Quadrant in
2006 U.S. Midmarket
HRMS Magic Quadrant

sage
software

Authorized Partner

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INTRODUCING SAGE ABRA BENEFITS CONNECTIONS

Sage Abra Benefits Connect is an innovative new service offering for Sage Abra HRMS customers that securely automates communication of Sage Abra customers' employee benefits enrollment data to your specific insurance carriers, eliminating the need to submit paper enrollment forms and giving you greater flexibility in adding benefits programs or switching among insurance carriers. If you struggle to send electronic files, with multiple customized formats, to each of your benefits carriers, Abra Benefits Connect will save you time and frustration. Abra Benefits Connect integrates with Abra HR and simplifies the back-end of the enrollment process between the employer and the carriers.

Without Abra Benefits Connect, you may end up working with multiple custom

formats, including spreadsheets, ASCII text files, XML, EDI, hard copies and fax forms, depending on the data submission rules of your selected carriers. Abra Benefits Connect eliminates all this complexity and cost by using a standard format to pull benefits data from Abra HR, transforming the data into the specific data formats and media required by each carrier, and delivering the data to the carriers.

Increasingly, carriers are demanding that their customers make the transition to electronic data submission. Paper enrollment forms can result in costly errors, "missed enrollments", and from some carriers, additional charges for manual data re-entry. Easy-to-use and affordable, Abra Benefits Connect eliminates the errors associated with duplicate data entry and



'missed enrollments' both during annual open enrollment periods and for employee changes throughout the year by automatically extracting the benefits data from the customer's Abra HR database and re-formatting it to meet the specific requirements of each benefit carrier. Abra Benefits Connect service is secure, and supports the Health Insurance Portability and Accountability Act of 1996 (HIPAA) ANSI X12 834
Continues on next page.

SAGE ABRA LATTES-LUNCH-N-LEARN – HOW THE 2007 EEO-1 REPORT CHANGES WILL AFFECT YOUR COMPANY

Attend this educational Webcast to learn from Kenya Wiley, SHRM's Manager for Regulatory and Judicial Affairs, all about the 2007 EEO-1 report changes, and how you can prepare your company to address them by establishing new best practices.

January 10, 2007 2:00PM - 3:00PM

To register please visit:
www.cmshris.com



FORRESTER RESEARCH FIRM CITES SAGE ABRA AS STRONG PERFORMER

Sage Software was among select companies that **Forrester Research** invited to participate in The Forrester Wave™: Human Resource Management Systems, Q3 2006.

In this evaluation, Forrester Research evaluated Sage Software's current offering and strategy for HR management systems against approximately 92 criteria.

Sage Software was cited as a Strong Performer in the overall U.S. mid-market evaluation. According to the report*, "Sage, with its [Sage] Abra product, offers the most cost-effective software solution

among the products evaluated for companies with fewer than 1,000 employees."

According to Forrester's Sage Software Vendor Summary**, "rated as a Strong Performer in our overall U.S. mid-market evaluation, Sage Software's Sage Abra product clearly leads as the on-premise HR solution of choice for the small and medium-size business (SMB) company segment (businesses with six to 999 employees)."

At Sage Software, we are committed to providing you robust, easy-to-use HR and payroll solutions that make

your job easier and allow you to be more productive. We believe Sage Abra delivers tremendous value at a reasonable price, and we encourage you to give us input about how we can best continue to meet your needs and surpass your expectations.

Sources: *Forrester Research, "The Forrester Wave™: Human Resource Management Systems, Q3 2006", September 2006, Paul Hamerman with Sharyn Leaver and Elisse Gaynor. **Forrester Research, "The Sage Group is a Leading HR Management Systems Choice for SMBs," The Forrester Wave™ Vendor Summary, Q3 2006, September 2006, Paul Hamerman with Elisse Gaynor.

ABRA BENEFITS CONNECTIONS

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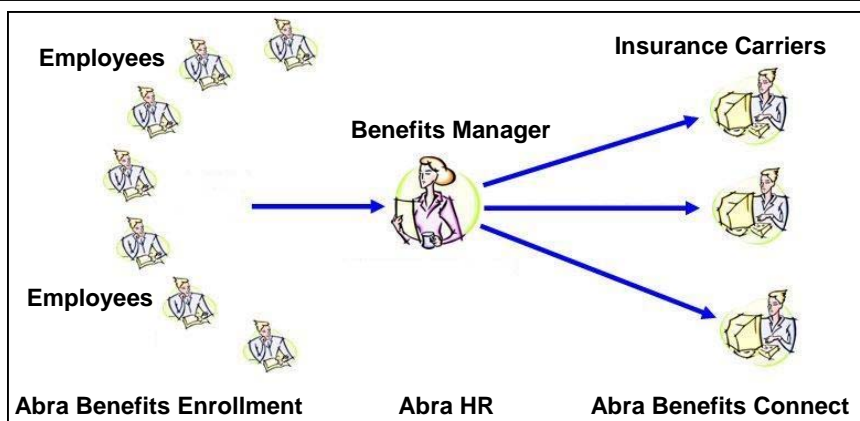
specifications for benefit enrollment and maintenance transactions. When paired with Abra Benefits Enrollment, Abra Benefits Connect virtually eliminates the need for handling paper throughout the entire enrollment process, resulting in even greater labor and cost reductions.

Best of all, Abra Benefits Connect does not require any programming on your part, nor the support of your IT staff. All you need is an Internet connection!

Partial list of carriers

(over 100 supported currently)

Aetna
AIG/US Life Insurance
Alta Health and Life
American Specialty
Ameritas
ARC (Administration Resources & Consulting)
Associated Administrators, Inc. (AAI)
Assurant
Avesis
Benefit Coordinators Corporation
(Blue Cross of California (Wellpoint)
Blue Shield of California (BSC)



California Choice Mutual of Omaha
Great-West Healthcare
Group Health
Guardian Life
Hartford Life
Health Market
Health Net
Health Plus
Humana
Jefferson-Pilot
Kaiser Permanente
Lifewise Assurance Company
Mass Mutual Financial Group
MetLife
Mutual of Omaha
Oxford
Prudential

Sun Life Assurance
United Healthcare

Requirements & Compatibility

Required: Abra HR
Optional: Abra Benefits Enrollment
Compatibility: v 7.5 or 8.2
Internet connection, no additional hardware or software required.

For more information on Abra Benefits Connect, including a full list of Benefits Carriers, please visit: **www.cmshris.com**

Or please call CMS directly at 800-517-9099.

Clark Art Institute Turns to Channel Duo for Accounting and HR Needs

The In-House Advantage

"CMS worked with the Sterling and Francine Clark Art Institute to help them understand the capabilities of the **Sage ABRA** system and to make sure it understood the needs of the museum," said Bob Gniadek.

"Clark Art's HR systems were completely manual and the museum wanted to make sure they automated the process and put in compliance measurements," said CMS' Brian Kelly. "They also were looking for a solution to replace their outsourced payroll in order to save money. Finally, they wanted integration between their accounting, payroll and HR systems."

The museum needed to provide information, such as accrued time-off and PTO taken by employees, directly on pay stubs, another option that the external service provider demanded extra fees for. "We found there was a charge every time we wanted to access these sort of features," said Gniadek. "We did a cost/benefit analysis and it made sense for us to bring payroll in house." In addition, the Clark Art Institute wanted to computerize its manual HR systems and have them linked to the museum's accounting system. "We considered having our HR database customized and written for our own purposes, but the ABRA solution allowed us to avoid that," said Gniadek. "The new HR system has a database that links with the



payroll system so we can enter employee information in one system and it flows over to the other."

CMS stayed on-site to train HR and Payroll employees to use the system. "We configure the software to meet client requirements first and actually get them to an almost live setting and then bring them through on-site training using their own people, own configuration and own operational procedures through the training," said Kelly.

Finally, the HRMS solution provider converted the payroll information from the service provider into a format that could be read by the new system. The project proved straightforward, and was finished in a matter of weeks, which is typical, said Kelly. "Our organization has been putting in employee systems for over 20 years,

so there are not too many things we haven't faced before."

"We installed the new software in November 2004, tested it and ran it parallel with the service bureau," said Gniadek. "We cut over to our first payroll in January 2005. CMS had a very thorough understanding of how our current system worked and what our objectives were," said Gniadek. "They did a fine job of explaining how this product would meet our needs."

Masterful Return

The new payroll and HR system paid for itself within the first year, Gniadek said. Cost savings can be traced to cutting out redundant tasks caused by manual systems, as well as the cost of the payroll service bureau. Time savings were similarly notable. "We also managed to speed the payroll process up," said Gniadek. "We can now complete payroll on Monday and have checks ready for Tuesday."

Working Together

Sage MIP partner JMT and CMS find these shared engagements are a win/win for themselves and their clients. "Together, we offer a complete solution, and that's really attractive to customers," said Kelly. "We help customers see how working with two organizations has a benefit. Accounting and payroll/HR each need specialized knowledge. We provide that higher level of service for client and focus on those unique business elements."

Meanwhile, the Clark Art Institute is moving ahead in mastering and extending the capabilities of its new system. "There are things that this system can do that we haven't taken advantage of," said Gniadek. "However, the system is working nicely."

"Thank you, Bob, we appreciate your kind words." Brian Kelly, CMS

CMS WELCOMES NEW CUSTOMERS!



Colt's Plastics Company, Dayville, CT
Orchard View Manor, East Providence, RI
Nursing & Home Care, Inc., Wilton, CT
MedExcel USA, Inc., New Windsor, NY
Pawtuxet Valley Prescription & Surgical Center, Coventry, RI

Thank you for working with CMS!

SAGE ABRA HRMS TECHNICAL SUPPORT TEAM EARNS NEW SCP CERTIFICATION

In September, we announced that several Sage Software customer support teams earned the prestigious **Support Centers Practices (SCP)** Certification designation. Sage Abra was included in this group, earning certification for the fourth consecutive year. The Sage Abra customer support team received certification after comprehensive, on-site audits confirmed that the team met the requirements of the approximately 100 business elements defined in the SCP Program. SCP Certification quantifies the effectiveness of customer support based upon a stringent set of performance standards and represents best practices in the industry.



SCP Certification, the internationally recognized standard defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality

processes, and provides a clear focus on measurable results. SCP-certified organizations must demonstrate their commitment to high-performance standards through annual re-certification audits.

By subscribing to the SupportPlus program annually, you can count on the following:

Expert, Toll-Free Phone Support When You Need It Our team of experts is dedicated to providing you with fast, responsive telephone support, Monday through Friday from 8:00 a.m. to 8:00 p.m. (ET).

Tax Updates Delivered Each Quarter Timely delivery of quarterly and year-end tax updates for your Abra Payroll® software. You can be sure that Sage will automatically keep your software up-to-date.

System Enhancements and Updates Delivered Automatically You'll receive fast, automatic delivery of important new releases that provide enhancements and updates to your software.

Quick and Convenient Electronic Services You can send technical questions and backup documentation to the Customer Support Center via

fax or email.

24-Hour Access to SupportPlus Online An invaluable online resource available exclusively for SupportPlus members. Instantly download the latest product updates or visit the Technical Library to find out more about your software.

The Solution Center Uses the latest technology to allow you to quickly and easily access the same powerful solutions KnowledgeBase used at Sage.

Keep Up-to-Date With A Free Abra Newsletter Subscription Get the latest insights on HR and Payroll, and tips for getting the most out of your software with Abra Talk, a newsletter for SupportPlus members.

Special Discounts on New Products Your SupportPlus membership entitles you to special money-saving discounts on new Abra products. You pay less to trade up to more advanced software.

Make sure your annual **SupportPlus** is up-to-date. If it has lapsed you may have to pay a re-instatement fee to re-subscribe to the service. Call CMS today to make sure you're up-to-date: **860-678-4401**.



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