

## Abra Suite

### CUSTOMER

#### AAA Southern New England

[www.aaasne.com](http://www.aaasne.com)

### CORPORATE PROFILE

#### Headquarters

Providence, Rhode Island

#### Type of Business

Membership Organization

#### Number of Locations

Thirty

#### Number of Employees

1,400

#### Size

2 million members

### SYSTEM PROFILE

#### Computer System

Microsoft Windows

Users on Abra Suite: 13

#### Best Software Products in Operation

- Abra ESS
- Abra HR
- Abra Recruiting Solution
- Abra Train

## AAA Southern New England: Self-Service HR with Abra Suite

AAA Southern New England (AAASNE) is the sixth largest AAA club in the United States, serving over two million members. The Club's mission to "provide members with superior service, product and value" leads them to deliver a wide variety of services.

Due to a rapid expansion in operations several years ago, HR found itself buried in paperwork.

### Abra Suite Gets Even Sweeter

The Club had used Abra Suite as its HR software for 10 years. However, payroll processing, time and attendance, and benefits administration were handled by outside vendors. AAASNE wanted everything integrated into one system.

"We needed to streamline our workflow processes through automation, beginning with the Club's first contact with an applicant," says Jackie Young, vice president of staffing and organizational development. "Our goal was a paperless office."

Thanks to custom interfaces, the Club's payroll, time & attendance, and benefits



systems are now all managed by Abra Suite. Abra Suite provides a single point of data entry, rather than the four required before, and stores information in a centralized database.

Frank Cerilli, vice president of compensation and benefits, says, "This integration approach has helped our department in moving from a transaction-based approach to one that is much more involved in supporting the organization to achieve strategic objectives.

"We wanted to make certain Abra could support our vision, so we turned to our reseller. He demonstrated how to

### CHALLENGE

The Club quadrupled in size through an acquisition. The volume of paperwork in HR became staggering, requiring a total rethinking of how the department processed work.

### SOLUTION

Abra Suite and Abra ESS to extend HR, recruiting, and payroll information access to managers and employees.

### RESULTS

A paperless application process, streamlining four points of data entry into just one, and providing an increased ability to support strategic HR initiatives.

*“Abra Suite provides us with more accurate information on both employees and prospects, and centralizes employee demographics, payroll, benefits and training data into one solution. Abra ESS assists HR in delivering a more personalized service experience, helping employees to achieve their individual goals.”*

*Jackie Young  
Vice President  
Staffing and Organizational Development  
AAA Southern New England*

create a seamless system based on Abra Suite, and introduced us to Abra Employee Self-Service to reduce office traffic.”

### **Abra ESS for Do-It-Yourselfers**

Using Abra Employee Self-Service (ESS), employees can now view and update personal information through the Club’s intranet. The Club controls access rights, so employees can only view their own information and change appropriate fields. Abra ESS has relieved the HR office of hundreds of telephone and in-person queries from employees each year.

“Employees go to Abra ESS to check on vacation time, benefits and training,” says Young. “They like it because they get instant answers, even if they’re on a night shift when HR is closed.” Supervisors are also able to access data on their direct reports, trimming requests for reports from HR. Entries like emergency contacts, which can easily become outdated, are now more accurate, since people are checking their records and making necessary updates on a regular basis.

“These programs and initiatives have been launched to drive business results, which has given us the opportunity to think more strategically as a department,” explains Cerilli.

### **Online Applications with Abra**

Gone are the days when the Club

accepted paper applications and resumes. Instead, AAASNE uses a completely electronic system, with entries completed by applicants through the Club’s Internet site, at kiosks in the Club’s lobby, or through major recruiting sites. Applications and resumes are stored in the Abra database and accessed by staffing specialists using Abra search and query tools. “We receive between 50 and 90 applications every day,” Young says. “Clearly, we’d be overwhelmed without Abra’s automation.”

Jackie Young believes AAASNE is better positioned for the future because of its expanded use of Abra Suite. “Abra Suite provides us with more accurate information, and centralizes employee demographics, payroll, benefits, and training data into one solution. At the same time, the system has reduced our workload in the HR Department. Furthermore, we hold a strong value to help and serve as a way of life. Abra ESS assists HR in delivering a more personalized service experience, helping employees to achieve their individual goals, and meeting strategic commitments.”



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