



North Bend Medical Center Support is Fit as a Fiddle with Equation Technologies and Sage 300

Customer

North Bend Medical Center (NBMC)

Industry

Healthcare

Challenge

Lack of integration and manual system to track complex employee HR and payroll information.

Solution

Equation Technologies migrated NBMC to Sage 300 resulting in complete HR functionality and seamless information flow.

Results

- Reduced time to process payroll from 4 days to 1 day
- Now able to add employees without increasing support staff
- Eliminated duplicate entry

Equation Technologies helped North Bend Medical Center (NBMC) with automation and integration in their HR department. As a result, employees are well cared for and no details are overlooked. Serving the population of Oregon's southern coast for half a century, NBMC is a medical cooperative that functions as a multi-specialty group. With more than 60 physicians in five locations, a core team supports 400 employees and performs all the accounting, administrative and human resources functions for each doctor's individual practice.

Current System Limitations

For many years, the company endured the limitations of a manual, spreadsheet-based system in its attempt to track the complex employee HR and payroll information. NBMC also lacked integration between systems and information was difficult to get their hands on. Similar to serving the medical needs of the community, NBMC needed a solution that would serve their needs today and into the future.

A referral led NBMC to Equation Technologies and for Cheryl Soule, HR Coordinator, the future looked bright. "From the first time we met with Equation Technologies, we felt comfortable with their ability to support us. We were using an old DOS system with no support that was also difficult to maintain," said Cheryl, who has been with NBMC for over a decade. "We used another support company for a year with little success before we met Equation. When we did start working with Equation, we could instantly see a big difference." After being completely reliant on spreadsheets and several other manual processes, NBMC was well on their way to a healthier system.

Following the implementation of the accounting modules, once again NBMC turned to Equation Technologies, a partner who they trusted, and shared with them their need for an integrated HR system. NBMC required complete HR functionality and seamless information flow. A strong report writing package, database monitoring and integration capabilities were also among the requirements. Equation Technologies recommended the Sage 300 HR Series that would integrate with NBMC's current Sage 300 implementation.

Accessible Data

Following the implementation, data was accessible and processes streamlined. NBMC saw tremendous gains in productivity, especially in their payroll processing.

"Running bimonthly payroll for a large number of employees is extremely time consuming," reflects Cheryl. "I used to spend four days each pay period preparing for payroll. Now I spend just one day. Additionally, we have been able to offer employees direct deposit. Almost 75% of our employees take advantage of direct deposit and appreciate us offering it."

NBMC continues to grow and expand its medical specialties, number of doctors and number of employees without having to increase the size of the support staff. One of the key areas that has been positively impacted is accessible data. "I used to have to print out pages of reports to find the one piece of data that I needed," said Cheryl. "Now with the custom reports that Equation wrote for us, I can get the data instantly. No more waiting." Additionally, the reduction in data entry has reduced the chance for input errors and improved the time it takes to process requests. "I only have to set up new employees one time and all the information flows from the HR application into Payroll."

"We were using an electronic timesheet program that if integrated into payroll, would again save us tremendous time and reduce duplicate entry," said Cheryl. Equation Technologies once again fit the bill creating an export/import routine that brings the data into payroll.

"Our 401K and profit sharing calculations were also taking a significant amount of time, almost two days per pay period," said Cheryl. "Equation wrote a report that calculated everything within Sage 300 Payroll." Additionally, the information is exported to the HR system so employee's complete compensation details are maintained in one place.

A helpful assistant that works 24 hours a day is a good way to describe the Alerts Server. Monitoring the database for certain conditions, Cheryl receives instant notification if one is met.

"I receive an email when an employee is eligible for benefits," said Cheryl. "No one slips through the cracks. I also receive a monthly email with employee anniversaries, as well as an email if we do not have all the required information on each employee." This ensures that data is being maintained correctly.

A Valuable Relationship

So what does Cheryl do with her free time? "I now have the time necessary to be sure that employees are correctly enrolled in their benefits programs and that the data is kept current. I can support our employees better with instant access to vacation and sick time accrued and used." The relationship with Equation Technologies has clearly made Cheryl more efficient.

"Equation is always updating me on products and services they think may help us be more efficient. For example, they recently brought the Applicant Manager to my attention," said Cheryl. "We receive many resumes that I had to track on a spreadsheet. What the Applicant Manager does is automates the tracking of the resumes along with generating letters and searching of possible positions for the candidate. It assures compliance with current state and federal employment laws."

"Whenever we call for help, someone is there for us. We like the fact that they do so much over the web. They are able to instantly see what is on my workstation and help resolve whatever issue we may be having without having to be at our physical location," said Cheryl. "It feels great that I can deliver a much higher level of service to my colleagues."

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Cheryl Soule

NBMC Medical Centers, Human Resources Coordinator



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