



## Abra Suite

### CUSTOMER

Truliant Federal Credit Union

### CORPORATE PROFILE

**Headquarters**

Winston-Salem, NC

**Type of Business**

Full service financial institution

**Number of Locations**

Serves members in five states

**Number of Employees**

340

### SYSTEM PROFILE

**Abra HR®**

**Abra Payroll®**

**Abra Employee Self-Service™**

## Growing Credit Union Goes Paperless with Abra Payroll®

Originally chartered in 1952 in Winston-Salem, N.C. to serve the employees of Western Electric, Truliant Federal Credit Union (FCU) today offers a full array of financial services to more than 200,000 members across North Carolina, Ohio, Florida, South Carolina and Virginia.

### Complete Satisfaction with Abra Suite

In 1993, Truliant chose Best Software's Abra Suite to automate its growing HR/payroll needs. By 2001, as the number of its employees increased and became more dispersed, it sought to provide easier, more convenient access to information. In order to increase service levels to employees and achieve a 100 percent "paperless payroll" system, Truliant - with assistance from Best Software's Authorized Business Partner, Business Technology Solutions - implemented Abra Employee Self-Service (ESS), a secure Internet-based system that enables employees to view and update their personal information using a simple web browser.

A user of Abra's core HR and payroll modules for more than eight years, Truliant has had ample time to confirm the robust capabilities of the software. "We have enjoyed Abra Suite's ease of use and its ability to integrate HR and payroll information into one system. In fact, Abra has saved us so much time over the years, it's difficult to imagine what our jobs would be like without it.," explains Payroll Manager Ann Ballard. She adds, "We have never had a payroll go out late and our numbers are always accurate."

Abra Suite's tax updates are a blessing. Managing government compliance requirements would be a nightmare without them. With Abra, we simply install the update and we are assured that everything is taken care of."

### Increasing Levels of Service to Employees

Truliant's decision to add Abra's Employee Self-Service module was largely driven by the payroll department. "Providing state of the art, automated services and quality customer service is

#### CHALLENGE

Increase service levels to employees and achieve a paperless payroll system.

#### SOLUTION

Abra HR  
Abra Payroll  
Abra Employee Self-Service

#### RESULTS

- Improved communication to its 340 employees located throughout five states.
- Achieved a paperless payroll by providing employee pay details online.
- Reduced administrative overhead, making time for more strategic activities.

*"Abra has saved us so much time over the years - it's difficult to imagine what our jobs would be like without it."*

*Ann Ballard, Payroll Manager  
Truliant FCU*

the way we do business," says Ballard. "So, when we wanted to offer a better way for our employees to view their compensation information, such as benefits and 401K deductions, Abra Employee Self-Service was the right choice based on its flexibility and security provisions."

The Abra ESS system also enabled Truliant to provide HR-related information online, including personal and dependant profiles and emergency contacts. In the future, Truliant hopes to make important organization documents available for download through ESS, including employee loan forms. "Strong employee communications is especially important for the credit union since everyone is spread across many miles. Abra helps us stay informed," notes Ballard.

### ***Paperless Payroll Equals Time and Cost Savings***

Truliant's employees all use direct deposit. With the addition of Abra ESS, Ballard estimates that the department saves at least four hours per pay period by eliminating the need to print and distribute direct deposit advices to employees.

Additionally, the ability to securely post pay details and paycheck history online has also significantly reduced the time spent answering employee questions.

To further automate their payroll processes, Truliant recently implemented a

third-party time and attendance package. The system integrates smoothly with Abra Suite, enabling the payroll department to purge additional paperwork and administrative overhead. "We used to spend hours collecting timesheets and manually entering each employee's information into payroll. Now we simply transfer the data electronically from our time and attendance system to Abra Payroll," says Ballard.

### ***Abra Suite Makes the Future Bright***

After a successful experience with Abra Suite and Business Technology Solutions, Truliant is looking forward to what lies ahead with the trusted product line. Ballard is excited about tapping the latest features and functionality, including Abra Alerts, an application that proactively distributes information to employees via email to automate and schedule HR and payroll events such as performance reviews and related activities.

Ballard concludes, "Abra Suite continues to prove its worth to us year after year. First, Abra Payroll helped us significantly cut the time spent on preparing and running payroll and bolstered our confidence in the numbers. Now, ESS dramatically reduced the number of employee calls, allowing our department to better focus on more strategic issues like employee retention programs."



#### **BEST SOFTWARE SOLUTIONS**

- ACCOUNTING • HR & PAYROLL • CONTACT MANAGEMENT • MANUFACTURING • DISTRIBUTION
- CUSTOMER RELATIONSHIP MANAGEMENT • E-BUSINESS • FIXED ASSET MANAGEMENT
- FUND ACCOUNTING • FUNDRAISING

**best**  
software

insights for the life of your business™

800-424-9392

www.bestsoftware.com