

Sage Payroll Full Service and Sage Time mean smooth sailing for Marinas International



Marinas International is a full-service marina management company with more than 30 years of experience in the field, and a portfolio of world-class properties. With 450 employees in cities from San Francisco to Boston, the company sought full-service payroll and automated time solutions that would enable it to focus more of its resources on its mission to be the best in its field. Marinas International found those solutions in Sage Payroll Full Service* and Sage Time.

"I started using Sage Payroll Full Service 13 years ago while at another company," recalls Courtenay Milliron, payroll and human resources administrator for Marinas International. "We had been using ADP as our payroll service provider and wanted to find a more responsive, service-oriented company. That's when we implemented Sage Payroll Full Service. Later, when I came to Marinas International, there was another payroll service provider in place here, but again we were experiencing poor service and high fees. I recommended we move to Sage Payroll Full Service along with Sage Time, and we couldn't be happier."

Service matters

Milliron says that it is Sage's commitment to personalized service that keeps her loyal. "To me, great service is more important than the product. The other providers got our payroll right, but they didn't have the customer service aspect right. Sage clearly does."

The employee self service (ESS) functionality within Sage Payroll Full Service is enjoyed by the company's employees. "It makes them feel like the valuable part of our team that they are," says Milliron. "They can view, print, and update their personal information at their convenience. And the website has a clean, professional look that fits our business."

*Sage Payroll Full Service was named PayChoice Full Service when Marinas International initially implemented this solution. The product names have been updated in this case study to reflect current naming.

MARINAS INTERNATIONAL



OF MARINA EXCELLENCE

Customer

Marinas International

Industry

Marina management

Headquarters

Dallas, Texas

Number of employees

450

System

Sage Payroll Full Service
Sage Time

Challenge

Marinas International had been using another payroll service provider, but found the service lacking and the fees exorbitant.

Solution

The company selected Sage Payroll Full Service as its comprehensive payroll service provider and Sage Time as its automated time management system based on the high service levels provided and the software's fair pricing model.

Results

An integrated solution helps automate all aspects of the company's human resources, payroll, and time management, saving time and eliminating duplicate data entry. Tax and ACA compliance tasks are handled by the software. Exceptional service levels deliver confidence and exceeds expectations.

"I love that Sage is a one-stop shop for payroll, human resources, and time management. They handle all aspects of these areas for us, reducing our time burden and ensuring that we remain in compliance."

Courtenay Milliron, payroll and HR administrator
Marinas International

Cloud deployment fits a distributed workforce

With employees across the country, employee time collection used to be a burdensome task, with hand-written timecards faxed to the corporate office for entry in to the payroll application. When Marinas International implemented Sage Time as its automated time system, it began realizing the benefits immediately.

"It's a cloud-based program, so there's no software to install, which is important, as we don't have IT staff at each location," says Milliron. "All we need is Internet access."

Employees appreciate that they can log on to Sage Time and view their available time off anytime and from anywhere. Sage Time provides geographical tracking to identify an employee's location when clocking in or out, and geofencing can be used to restrict access to the marina location where they are assigned.

Marinas International has configured rules within Sage Time that prevent employees from clocking in or out when they access the software through an IP address that is not on the company's network. "It's a secure system that offers an employer a lot of control and flexibility to match the way we do business," says Milliron.

A complete solution

Sage Time neatly integrates with Sage Payroll Full Service, eliminating the need for duplicate data entry and speeding payroll processing. And the additional functionality available with Sage Payroll Full Service adds tremendous value to Marinas International.

For example, the Affordable Care Act (ACA) required major adjustments for all businesses, and Marinas International appreciates that Sage Payroll Full Service helps to ensure it remains fully in compliance with the new and changing rules and regulations.

Sage Payroll Full Service assists with Marinas International's payroll taxes as well, depositing, filing, and paying all taxes, accurately and on time.

"I love that Sage is a one-stop shop for payroll, human resources, and time management," says Milliron. "They handle all aspects of these areas for us, reducing our time burden and ensuring that we remain in compliance."

Support team goes above and beyond

Milliron recalls one instance where the Sage support team truly went above and beyond her expectations. "My grandmother passed away suddenly, and I was called away during a payroll cycle. The customer service team at Sage worked with my managers, walking them through the steps to complete our payroll right on time. They were excellent. I feel like they know our company and care about doing things right."

Saving time and delivering value

With the ability to set up various pay profiles that control the default values for data including employees' pay rates and benefit plans, it is quick and easy to add new employees. And since approved employee time data flows right into Sage Payroll Full Service, Milliron finds reviewing and finalizing the payroll data takes very little of her time.

"We see a lot of value in Sage Payroll Full Service and Sage Time," says Milliron. "The fees are fair, and we get a lot from the solutions. I have worked with other full-service providers where the fees were exorbitant, and I was left doing more of the work."

She concludes, "Sage Payroll Full Service and Sage Time give me the time to focus on the big picture, on strategies rather than tasks. Actually performing payroll is now a very small part of my job. The software is so efficient and works so well that I have more time to concentrate on serving our employees and ensuring we're doing the best for them."

About Sage

Sage energizes the success of businesses and their communities around the world through the use of smart technology and the imagination of our people. Sage has reimagined business and brings energy, experience, and technology to inspire our customers to fulfill their dreams. We work with a thriving community of entrepreneurs, business owners, tradespeople, accountants, partners, and developers who drive the global economy. Sage is a FTSE 100 company with 14,000 employees in 24 countries. For more information, visit www.sage.com.

For more info, visit: SagePayrollFullService.com
or contact us at 866-302-5097