

Sage Payroll Full Service and Sage Time

the prescription for success for Fagen Pharmacy



Fagen Pharmacy provides quality healthcare, the highest-quality medicines, and health and beauty products from its 24 locations in northwest Indiana and northeast Illinois. Since 1972, the company has been delivering family-friendly service to its customers with the utmost professionalism and compassionate care. To help the company deliver that same level of service to its 275 employees, Fagen Pharmacy relies on Sage Payroll Full Service* and Sage Time.

Drop in service prompts a switch

"We had been using ADP® for many years, but began experiencing more and more support issues," explains Jennifer Honn, human resources administrator at Fagen Pharmacy. "We would get conflicting advice from different customer service representatives and sometimes had difficulties understanding the reps."

Honn says one particular instance prompted the company to abandon ADP and seek a new payroll solution. "We were experiencing an issue and called the helpdesk. They gave us some direction, but it didn't work. When I called back, the helpdesk was closed. That was the last straw. We immediately started looking for a better option."

Sage Payroll Full Service and Sage Time—best value at the best price

The company reviewed multiple full-service payroll and time collection solutions before zeroing in on Sage Payroll Full Service and Sage Time. "Cost was a major consideration, of course," says Honn. "We also reviewed features and functionality and thoroughly checked references. Sage Payroll Full Service and Sage Time won on all counts, offering the best product at the best price."

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

Challenge

Fagen Pharmacy had been using another full-service payroll provider, but the support services had steeply declined, compromising the company's ability to complete an accurate, on-time payroll.

Solution

Sage Time and Sage Payroll Services provide an ideal employee time collection and full-service payroll solution backed by an unparalleled personal approach.

Results

Unlimited support and a dedicated support rep provide staff with confidence and reduce stress. The company is saving five hours during each payroll cycle. Employee and manager self service portals empower staff and reduce burden on HR and Payroll departments. Sophisticated time tracking workflows and controls ensure accuracy and minimize the risk of abuse.

Customer

Fagen Pharmacy

Industry

Retail pharmacy

Headquarters

DeMotte, Indiana

Number of locations

24

Number of employees

275+

System

Sage Payroll Full Service
Sage Time

"Payroll processing can be stressful due to its importance and time sensitivity. Sage Payroll Full Service and Sage Time take the stress out of it. We couldn't be happier."

Jennifer Honn, HR administrator
Fagen Pharmacy

Honn says the decision to switch has proven to be the right one. “Sage Payroll Full Service and Sage Time are reliable, easy to use, and the support is outstanding. I have a dedicated support rep based here in the United States and unlimited support. I know I can call, email, or web chat support at any time and get a prompt response. That is priceless and represents the single biggest benefit of the system to me.”

Streamlining time collection and payroll

Employees clock in and out on workstations located in each store. “Our old provider had many service outages, which is hard to handle when you’re dealing with people’s time,” says Honn. “Sage Time has been 100 percent reliable.”

At the end of the pay period, Honn reviews and approves the time records in Sage Time and then they flow seamlessly into Sage Payroll Full Service. “I really like the dashboard interface—it walks me through the steps of checking for missing punches or other anomalies and then transfers the data automatically,” she says.

The intuitive entry screens in Sage Payroll Full Service make adjusting a deduction or department simple and quick, enabling Honn to complete her tasks and submit the final payroll in record time. “Sage Payroll Services has cut several hours off the time it takes us to finish payroll,” says Honn. We’re now done by 10:00 a.m., when before it typically took us until 3:00 p.m.”

Self-service empowers employees, saves money

Employees appreciate the ability to access their paystubs and W-2s, request time off, monitor withholding and leave data, and update their address and contact information through the self-service portal.

“All our employees utilize direct deposit, and we no longer print pay stubs since it’s so easy for employees to access their own,” says Honn. “Previously, for all changes and requests, employees had to fill out paper forms and route them to us by fax, email, or interoffice mail. Now they can do it themselves. That has freed a great deal of HR staff time and saves the company money while providing an even better level of service to our employees.”

Managers appreciate that they can electronically view and approve leave requests and access employee reviews easily from anywhere they have Internet access.

Versatile reporting

The extensive and versatile reporting capacity of both Sage Payroll Full Service and Sage Time deliver insight into every aspect of Fagen Pharmacy’s payroll, benefit, and time and attendance data. “I love the ease with which we can get the data we need,” says Honn. “I can customize the reports to show just what managers, owners, and providers want to see. With our old system, it was very difficult to get a customized report.”

Managers receive timely reports on their charges, including missing punches and employees approaching overtime. The reports are dynamic—including links, so the managers can simply click and drill down into an employee’s time card.

Improving processes

The company has begun experimenting with some of the extensive workflows and controls available in Sage Time, such as the ability to assign an employee to a schedule and prevent punches outside of that schedule, or even outside of a geographic perimeter. “We’re planning to have our delivery drivers begin clocking in on their mobile devices, and the GPS tracking and geofencing features will come in extremely handy,” says Honn. “Already we’re monitoring to ensure that all punches are coming through the company’s IP address to prevent an employee from punching in on the way to work, for example.”

Accurate employee time collection and payroll processing is a responsibility Fagen Pharmacy takes very seriously. Honn feels that responsibility and appreciates that Sage does as well. “Payroll processing can be stressful due to its importance and time sensitivity. Sage Payroll Full Service and Sage Time take the stress out of it. We couldn’t be happier.”

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 reimaged 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
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