



CASE STUDY



Education Services Agency Delivers Efficient Payroll, HR and Benefits Processing Solution to 57 School Districts

Wayne RESA finds Accero's flexibility as the key to supporting a wide range of clients

CUSTOMER

Wayne County RESA

NUMBER OF EMPLOYEES SUPPORTED

37,000 over 57 school districts

INDUSTRY

Education Services

CLIENT SINCE

April 1998

ACCERO SOLUTION

- Accero HR Administration
- Accero Payroll Administration
- Accero Benefits Administration

COMPANY

Wayne RESA (Regional Educational Service Agency) Computer Consortium, part of the largest regional educational service agency in Michigan and among the largest in the nation, supports the Payroll, HR and Benefits Management processing needs of 57 diverse school districts throughout the state.

CHALLENGE

In the mid 1970s, the agency developed its own mainframe applications for the school districts, adding features and refining applications over time. However, the agency eventually outgrew this homegrown solution. So when the time came to replace it, they searched for a commercial package that would minimize the impact of migrating their applications and users to a new platform. "Impact" was a critical concern, since many of the districts had been on the same system for 20 years or longer.

Specifically, Wayne RESA needed an affordable commercial system that would be suitable for small, medium, and large school districts, with comprehensive functionality. It had to be user friendly, as well as efficient to administer end-user training and support. Plus, it had to interface with other systems. And, of course, it had to be compliant with federal, state, and local requirements.

"All our school district clients perform independently, so it was important for us to have a system that users could understand," said Kathy Jones, Director Computer Services, Wayne RESA. "Because of the custom features we built into our in-house solution, a one-size-fits-all replacement wouldn't work. We needed a solution that was flexible and adaptable."

SOLUTION

In 1998 Wayne RESA found what it was looking for in Accero Software, known at the time as Cyborg Systems. The agency runs Accero in conjunction with custom interfaces to Kronos and TimeClock Plus.

Accero: A Trusted Source for 35 Years

Founded in 1974, Accero Software (formerly Cyborg Systems) delivers high-performance, best-fit solutions for HR and payroll processes to organizations of all sizes and in all major verticals in the United States, Canada, and the United Kingdom. Trusted, innovative, customer-driven, and visionary, Accero remains an industry-leader in creating best-in-class human resources and payroll solutions that transform departments into strategic business assets and models of results-driven productivity. Simply put, our scalable, customizable solutions streamline processes to help make enterprises more efficient.



RESULTS

Today, the agency serves approximately 150 Accero end-users, across all client districts. Accero Payroll is viewed as their cornerstone application. The payroll module enables Wayne RESA's clients to calculate and distribute bi-weekly payrolls, while satisfying all electronic transfer requirements to financial institutions.

It's not just one department processing payroll; it is 57 separate school districts, spread out over the state of Michigan, disbursing pay on their own schedule and with their own staff. And, simply put, the application helps ensure that 37,000 employees—full-time, part-time, substitute, contractor—are paid accurately and on time.

"The Accero solution gives us 'history' that we didn't have before. In our old system if you changed the hourly pay rate then that became the existing and only rate. With Accero, if you change the hourly rate you can date it," said Jones. "As you can imagine, this is critical for our auditing and reporting efforts."

"Because our Accero modules run so smoothly, our district clients only call us if there's staff turnover and they need additional training or they face a scenario they haven't experienced before. With very limited resources, we're able to support a large and diverse client base."

*- Kathy Jones,
Director Computer Services, Wayne RESA*

The school districts also use the Accero HR module to keep track of other personnel related data. The module maintains a complete history of each employee's life-cycle, from rate and contract changes to every job and title a person has while working for the district. The Accero Benefits Management module enables school districts to easily manage the benefits for each employee based on which bargaining group he or she belongs to, as well as to track and implement premium changes. From hire date to leave of absence to returning as a part-timer, the data is all there and can be reported or acted on.

CONCLUSION

Initially, Wayne RESA selected Accero because it was feature-rich, customizable, and cost effective. Since implementing the solution, they have found more reasons to favor it. For example, they can bring a new client up on the product within six months; and that includes a full implementation, two parallel tests, and a thorough cross-checking before the go-live date. Plus, according to Jones, the system is so well designed and laid-out that it's easy to train new users.

"Because our Accero modules run so smoothly, our district clients only call us if there's staff turnover and they need additional training or they face a scenario they haven't experienced before," Jones summarized. "With very limited resources, we're able to support a large and diverse client base."