

GOODWILL INDUSTRIES OF DALLAS PARTNERS WITH NET AT WORK TO POWER ITS MISSION



Goodwill
Industries
of Dallas, Inc.

GOODWILL INDUSTRIES DALLAS

CHALLENGE

Goodwill Dallas has complex payroll and time and attendance requirements that could not be addressed by its older HR software.

SOLUTION

The organization migrated from Abra Suite to Sage HRMS to gain new efficiencies, choosing to partner with Net at Work based on the company's broad experience in the nonprofit sector, specifically with Goodwills.

IMPACT

- Automated time and attendance capture saves hours of manual processing
- Employee self service promotes communication between organization and its employees, critical during the pandemic
- Net at Work serves as a collaborative integrator, helping derive more value from the organization's business software
- Deep insights into payroll and attendance data help Goodwill Dallas optimize its labor resources

Through its 18 area locations, Goodwill Industries of Dallas, Inc. (Goodwill Dallas) provides job training and employment to those with disabilities and disadvantaging conditions. Over 4,900 individuals have earned a job with Goodwill Dallas's help, and over 6,800 North Texan residents gained education, occupational training and employment services. Goodwill Dallas's commitment to the community doesn't end there: the organization has to date diverted 29 million pounds of material from landfills and into reuse and recycle.

Goodwill Dallas was a long-term user of Sage Abra Suite, but with an awareness that the product was due to be retired and a growing dissatisfaction with the level of support they were receiving from their technology partner, it chose to partner with Net at Work to help map a route forward.

VALUE-UNLEASHING COACHES

Goodwill is a unique employer in that it often provides jobs to its clients in addition to providing them with services. When Goodwill Dallas began to work with Net at Work, staff quickly recognized the team of Net at Work and consultants exhibited a high degree of situational fluency. Net at Work has extensive experience working with nonprofit organizations – and specifically Goodwill chapters – across the country and understands the challenges faced and how to overcome them.

Since Goodwill Dallas is also a Sage 300cloud and Sage Fixed Asset user, Net at Work reached out within its internal ecosystem to provide cross-product expertise that is typically missing from other business partners. This holistic approach allows Net at Work to serve as a collaborative integrator, enhancing the value Goodwill Dallas extracts from each of its mission-critical applications.

PROMISE KEEPERS

Like people everywhere, many of Goodwill Dallas's employees depend on their paycheck for their livelihood, so ensuring that payroll processing could proceed unimpeded during the transition to Sage HRMS Payroll was critical. During a detailed discovery process, Net at Work's consulting team worked with Goodwill Dallas to formulate a plan to ensure a cohesive and efficient changeover. The plan worked – the organization was never late with a payroll cycle.

CLIENT SUCCESS: GOODWILL INDUSTRIES OF DALLAS

“Net at Work worked quickly to help us develop the payroll procedures, rules and reports that would allow us flexibility in paying our employees during the pandemic.”

PROBLEM SOLVERS

Welch recalls a particularly challenging situation that occurred just days before they went live with Sage HRMS Payroll. Sage had made a change in an update to Abra Suite and it had the effect of dropping over 75 direct deposit accounts. Net at Work consultants were able to recover the data in time for the first payroll to be a success. “Many of our employees, like others, live paycheck to paycheck,” he says. “Net at Work made sure everybody was paid correctly that day.”

Part of the implementation plan included replacing Goodwill Dallas’s manual timeclocks and paper timesheets with a modern time and attendance application. Employees are spread across locations, including remote collection stations, and many are unfamiliar with technology, complicating the effort.

Net at Work worked with Goodwill Dallas to design a phased rollout rather than an all-at-once approach. “It was not a one size fits all situation and the Net at Work

team responded with flexibility and creativity,” says Welch.

AGILE BUSINESS PARTNERS

Just as Goodwill Dallas was finishing up their final phases of migration, the coronavirus pandemic hit and it was forced to close many of its stores and offices. True to its mission, the organization sought ways to continue to pay its employees, working or not.

“Net at Work worked quickly to help us develop the payroll procedures, rules and reports that would allow us flexibility in paying our employees during the pandemic,” says Welch. Net at Work helped to set up sick leave plans that were later rolled over into EFMLA plans for Goodwill Dallas employees. The organization’s quick action came weeks ahead of an official response from the software publishers and left it well prepared to carry on its mission.

RESILIENCE BUILT IN

At a time when communication with employees is both critical and difficult, Goodwill Dallas is able to maintain contact with employees

during the lockdown using Sage Time & Attendance and Employee Self Service. Employees can enter their time from their home computers and the payroll staff can complete their vital work remotely.

INSIGHT MAKES US BETTER

While increased efficiency and time savings are major wins as a result of the move to Sage HRMS, Welch also stresses the value of the data Goodwill Dallas is now able to collect and analyze.

“We’re now able to look at our organization and our human resources in ways we never could before,” he says. “For example, we can now compare store sales with labor hours, helping us identify if we may be over or under-staffing. We can even drill down into this data by day or the week to really help us optimize our resources.”

As Goodwill Dallas begins reopening its locations and continuing the full extent of its good work, it goes confidently, well-supported by Sage HRMS and Net at Work.

Net at Work – Business Performance Unleashed.

Net at Work provides their clients with the vision, leadership and support of a Virtual CIO. This allows them to focus on their core competencies knowing they can fully rely on Net at Work to implement technology solutions that unleash new levels of efficiency, performance and success. With experience across virtually every business discipline, the Net at Work team supports over 6,000 organizations in making software, systems and people work together in achieving their core organizational objectives. Their comprehensive range of services and solutions include ERP, CRM, Employer Solutions, eCommerce, Payments, to Cloud and IT Managed Services. From the company’s founding in 1996, Net at Work has garnered wide industry recognition as problem-solvers and promise-keepers, which are the foundational principles on which all their client relationships are based, and that their clients say they value the most.