

Non-profit BAMSI saves time and money thanks to payroll support and true expertise in UKG Pro from Sability.

Client Industry



Private Nonprofit
Human Services

Technology



UKG Pro

Services



Payroll Support

Situation

“We had an established relationship with Sability, and it just made sense to explore expanding our partnership.”

Brockton Area Multi-Services, Inc. (BAMSI) is a private, nonprofit human services organization based out of Brockton, Massachusetts. They provide services to adults and children with developmental disabilities, mental illness, behavioral health and public health needs.

BAMSI generates nearly \$100 million in yearly revenue, and manages over 2000 employees. Their bi-weekly payroll processing is “pretty complex—we have about 88 group homes throughout the state and dozens of other programs all with their own unique pay and staffing,” according to BAMSI’s CFO, Marian O’Neil. “Not only are there a lot of different schedules, we have different rates of pay depending on the program location and services provided. There are also differentials on holidays and various program shifts. There are a lot of moving parts, and no payroll is ever the same.”

The complexities of BAMSI’s payroll and HR operations led the company to begin using Ultimate Software (Ultimate) to help them better manage their workforce. As powerful of a tool as Ultimate may be, it is also complex, and requires expertise to be used properly.

For example, when BAMSI began facing issues with vacation and paid sick time accruals, they couldn’t come up with a solution in-house and had to hire an outside contractor. While the contractor was able to help with accrual issues, their expertise in Ultimate proved to be limited when the BAMSI team ran into different challenges with the software. “We can’t really help you with that,” the contractor told Marian, “but we know another great company that could help you—Sability.”

BAMSI began working with Sability on an as-needed basis. They worked together on various projects, including help with Ultimate’s mobile app for employee time keeping and Business Intelligence (BI) reporting. Sability consistently delivered successful outcomes, proving to be the reliable expert that BAMSI needed.

Then, BAMSI’s payroll manager and Senior Payroll Analyst resigned.

Despite the need to quickly replace key team members, BAMSI was eager to find someone with expertise in Ultimate. “We just didn’t want to start all over again with someone that had no Ultimate experience, and we had an established relationship with Sability, and it just made sense to explore expanding our partnership,” said Marian.



Marian’s advice to other CFOs considering Sability:
“A partnership with Sability will really help streamline your payroll process.”

Marian O’Neil | CFO, BAMSI

Solution

“Any issue that we ever had...they knew how to fix it.”

By the time BAMSI's payroll staff had resigned, Marian had established a strong working relationship with Sability. Instead of scrambling to hire and onboard new talent, Marian reached out to Sability and asked, “What would it look like if Sability actually did our payroll? We have one seasoned staff left in payroll. How could we partner to help her do the bi-weekly payroll?”

After reviewing the details with Sability Marian met with her company's IT and legal departments to walk through the requirements and costs of an expanded relationship with Sability. They realized that, by working with Sability as a stop-gap while restaffing their payroll department, BAMSI would actually end up saving on costs.

“It just made sense,” said Marian. “They are so great to work with. The team is really responsive and knowledgeable. They really know their stuff.”

The transition was seamless. “No one outside of the [BAMSI] administration even knew” that a change had occurred. In the four months following BAMSI's payroll manager resigning, with Sability supporting payroll, “there were no issues and everything was going really smoothly.”

The partnership was so successful that Marian wanted to explore making it permanent with BAMSI's CEO. It didn't take long for the CEO to realize that a long-term working arrangement with Sability was “going to cost less money than it would if we had to restaff up the payroll office. They've already been doing it. They know the system. It's just a matter of signing a contract and committing to them supporting our payroll system.” The decision turned out to be “a no-brainer,” according to Marian.

Under a multi-year Managed Services agreement with Sability, BAMSI was able to limit their headcount to a single point-person in the payroll department. Sability has taken care of the rest, operating as an extension of BAMSI's team, processing payroll as well as supporting administration of benefits and their human resource information (HRIS) system. Sability was “able to jump in and hit the ground running,” said Marian. “Any issue we have had, Sability has been able to figure out a solution and get what needs to be done, done.”

RESULTS



Trusted Partner

“I know things are being taken care of. I never second guess it or worry.”



Cost Savings

Significant cost savings in employee and consulting costs per year.



Time Savings

“It frees up so much time, I can focus on other areas of the department that need work.”



Seamless Transition

Sability began supporting payroll “behind the scenes, and no one even realized it happened.”



UKG Experts

“They've been able to figure out everything, any issue that we've ever had.”