

## CUSTOMER SUCCESS STORY



### CUSTOMER

Carolina Donor Services

### INDUSTRY

Nonprofit

### HEADQUARTERS

Durham, North Carolina

### Number of Locations

Three

### Number of Employees

120

### SYSTEM

Sage HRMS

Sage HRMS Employee Self  
Service

Sage HRMS HR Actions

PerformancePAM

Sage 300 ERP

### SOLUTIONS PROVIDER

Net at Work

[www.netatwork.com](http://www.netatwork.com)

## Net at Work Helps Carolina Donor Services Focus on Saving and Improving Lives

Carolina Donor Services' (CDS) mission is to maximize the passing of the heroic gift of life from one human being to another through organ and tissue donation. The organization's team of dedicated professionals works diligently to increase awareness of the critical need for organ and tissue donors, and to deliver the most sensitive approach to organ and tissue donation. CDS facilitates the recovery of life-saving organs and recovers tissues that help thousands of people regain their mobility and independence while improving their quality of life. CDS applies the same sense of purpose and service to its employee relationships, enlisting Sage HRMS and the consulting team at Net at Work in its mission.

"We've worked with Net at Work for many years," says Kirk Mizelle, Vice President of Finance for CDS. "They continue to impress us with their high level of service and their broad expertise and capabilities."

### Streamlining the Performance Appraisal Process

CDS values a thorough performance appraisal process, employing multiple steps throughout the year. Until recently, this was an entirely paper process that required an enormous amount of time to



*Thanks to the selfless gift of her donor, Daisy is able to just be a kid.*

route, file, store, and retrieve the information. "We are very focused on incorporating Lean process improvements, so the opportunity to streamline this process was a priority," explains Dawn Hall, Director of Communications and Marketing for CDS. "We worked with Net at Work to identify and implement a talent management solution that automated the process, allowing us to spend more time on our mission—and we've succeeded."

Today, CDS has a dedicated tool to document the goals, progress, accomplishments and areas of improvement of its workforce. The solution supports peer reviews and 360-degree appraisals, and promotes open and constructive

### CHALLENGE

Carolina Donor Services strives to run a Lean and efficient operation while continuing to provide the very best service to its constituents and its own workforce.

### SOLUTION

Carolina Donor Services benefits from its long-term partnership with Net at Work, whose consulting team has helped the company implement a comprehensive HRMS solution and an ERP system.

### RESULTS

Employee appraisal management solution helps promote a happy and productive workforce. Automated form routing drives efficiency and facilitates rapid communication. Employee Self Service (ESS) and direct deposit effectively deliver a paperless payroll.

*"We consider Net at Work a partner, not a vendor. When we face a business technology challenge, they provide us with informed suggestions and considered advice."*

~Kirk Mizelle, Vice President of Finance

## ABOUT NET AT WORK

A leading Sage Software partner in North America, Net at Work specializes in the consulting, implementation, development and support of the full Sage ERP, CRM and HRMS solutions portfolio. With over 15 years of integration experience Net at Work has installed thousands of solutions, customized to the needs and challenges of each customer - bringing a significant value-add to all product lines.

### Recent Recognitions:

*Accounting Today* — VAR100

*CRN* — Tech Elite

*Crain's New York Business* — Fast 50

*Sage* — Top 5 Partner Award

*Sage* — Chairman's Club

*Sage* — President's Club

communication between employees and management. "The solution has definitely exceeded our expectations," says Hall.

She continues, "We've eliminated the paper, expanded our capabilities, increased the visibility and accessibility of the data, and made the process much more efficient."

"Every employee's contribution is important to our success, and among its other benefits, the system allows us to focus on employees that may need additional guidance or encouragement," says Mizelle.

### Taking Efficient Action

Another player in CDS' Lean initiative is Sage HRMS HR Actions, a tool that enables the organization's HR department to quickly and easily build web-based forms, route them for approval, and save data directly into Sage HRMS. In addition to automating the routing of forms such as new hires and status changes, the system was configured to meet a unique and vital need of CDS.

"Our employees need to have immediate and direct access to the hospitals we work with," explains Mizelle. "When personnel at our organization or at the hospital change, it's imperative that we communicate that information quickly. Net at Work helped us configure HR Actions to provide that communication in a highly efficient way. It's a very creative use of the software, and Net at Work worked to make it happen."

### Paperless Payroll

The focus on efficiency and paperless processes led CDS to adopt the Employee Self Service (ESS) component of Sage HRMS. Employees can view and print their own pay stubs, check their leave balances, review their deduction elections, and change their address and emergency contact data.

"We now have all of our employees on direct deposit, which saves a significant amount of time and money over printing and mailing checks," says Mizelle. "Direct deposit combined with ESS helped us eliminate waste and provide better service to our employees."

### A Growing Partnership

The trusted relationship between the two firms led CDS to engage Net at Work to help it implement a new enterprise resource planning (ERP) solution. "Net at Work helped us evaluate our options and we selected Sage 300 ERP," says Mizelle. "They took the same professional approach to that implementation as they did with our HRMS system and it has been a success."

He adds, "We consider Net at Work a partner, not a vendor. When we face a business technology challenge, they provide us with informed suggestions and considered advice."

### Mission Accomplished

The organization is proud of the services and benefits it is able to provide to its workforce. "Our employees recognize that they are a valued part of the organization," says Mizelle. "Sage HRMS and the companion solutions we're using contribute to employee retention."

"We are committed to a course of continuous improvement throughout the organization," concludes Hall. "Tens of thousands of people count on us to help them secure the organ donations they desperately need. The efficiency gains we are realizing in our finance, human resources, and payroll operations mean that we have more resources available to help save lives."

*To learn more about how to register as a donor, please visit [CarolinaDonorServices.org](http://CarolinaDonorServices.org)*



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