



## CUSTOMER SUCCESS STORY

**CUSTOMER**

TSE Industries

**INDUSTRY**

Manufacturing

**LOCATION**

Clearwater, Florida

**Number of Locations**

Two

**Number of Employees**

250

**SYSTEM**

Sage Abra

**Modules in Operation**

- Abra HR
- Abra Attendance
- Abra Train

## Manufacturing Company Simplifies ISO Compliance Tracking with Abra Suite

TSE Industries is a family-owned company with six divisions and more than 250 employees. For more than 40 years, it has produced quality custom rubber and plastic products, conveyor components, and specialty chemicals to meet a wide variety of industrial and business needs. For example, TSE's Rubber Division manufactures rollers, wheels, and belts used in ATMs across the U.S. to accurately dispense currency and receipts.

Throughout much of its history, the company utilized a combination of paper files and a generic manufacturing application to manage HR, payroll, and training data. In 1999, TSE searched for a solution that would eliminate cumbersome manual processes and provide more robust functionality, especially for HR tasks and reporting. Impressed with its capabilities and core integration features, TSE Industries purchased Sage Software's Abra Suite from Ideal Consulting, a Sage Software business partner.

**Easily Proving ISO Compliance**

As an ISO 9002 manufacturer, TSE must monitor numerous training certifications for its employees. Keeping track of this information can be a difficult task for any company, but especially for one like TSE, which is comprised of five divisions, each with its own set of job and course requirements. Abra Train, an Abra Suite module and skills-based training management system, helps ensure each TSE employee is up-to-date with both external and internal training needs.

"Abra Train has simplified our certification processes," said Michelle Hintz-Prange, HR manager for TSE. "Prior to implementing

**CHALLENGE**

Eliminate cumbersome manual processes and strengthen capability to track and report on compliance-related data.

**SOLUTION**

Abra Suite, the market leader in HR, payroll, benefits, and compliance solutions, targeting the needs of small to mid-sized companies.

**RESULTS**

Ensures full compliance with manufacturing and government regulations; provides detailed tracking of workers compensation cases and other medical data; saves HR department time and headcount expenses.

*“Abra Train has simplified our certification processes. Prior to implementing Abra Suite, we’d manually search through thousands of paper files to prove compliance. Now when an auditor asks for proof, we can electronically pull up the required information in a matter of seconds.”*

—Michelle Hintz-Prange  
HR Manager  
TSE Industries

## ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and mid-sized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.



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### Tracking Job-Related Health Records and Claims

Manufacturing companies typically deal with a higher rate of job-related injuries than other businesses. In order to ensure the best health and care for its employees, and remain in compliance with federal regulations, TSE uses Abra HR, a primary Abra Suite module. Its detailed panels help Hintz-Prange and her team track and maintain important medical data.

“It’s so easy to keep up with workers’ compensation cases and OSHA compliance with Abra HR. With just one click, I can not only find out where an injury occurred, but also get updates on the employee’s condition, appointment schedules, and case manager contact information. This feature [within Abra HR] eliminates an avalanche of paperwork and saves time,” noted Hintz-Prange.

She added, “Since our operations deal with a lot of chemicals and heavy machinery, TSE conducts regular medical testing of employees. I’ve found the Wellness Panel to be an invaluable tool for storing examination dates and results of pulmonary function, hearing, and vision tests. I periodically review this data for several reasons—one being to make sure loud machinery isn’t causing hearing damage to employees on a particular line.”

### Enjoying Reliable Support of HR Activities

TSE is also using the Abra Attendance, another Abra Suite module, to track paid time-off and other types of leave. The

company has even set up its Sage Abra system so that supervisors can review attendance records and other basic employee information.

Hintz-Prange added, “We have approximately 20 supervisors set up as users of Abra Suite so that they can go into the system and check employee information at their convenience. It’s provided a nice timesaver for the HR department.”

“In addition, we’ve realized cost savings with Abra Suite. Since Abra Payroll is so easy to use, we no longer need to staff a full-time clerk to process payroll. All of those duties have been transferred to the accounting department.”

With the help of Abra Suite, TSE has eliminated much of the paperwork that used to accompany its HR activities, and is better prepared to prove its compliance with government and manufacturing standards.

“I’m extremely happy with the way things are going. And I have complete confidence that Abra Suite will provide the support I need to meet future HR challenges.”