

# Sage HRMS HR Actions is just what DavCo Restaurants ordered

## Wendy's® franchisee drives efficiency and saves time



DavCo Restaurants, LLC is one of the largest Wendy's franchisees, operating more than 150 restaurant locations throughout the Mid-Atlantic region, including Washington, D.C., Baltimore, and the eastern shore of Maryland. With a distributed workforce of more than 5,000, DavCo is always on the lookout for tools that promote efficiency and save staff time. The company has found such a tool in Sage HRMS HR Actions by Delphia Consulting, a Sage Endorsed Solution that streamlines the collection and approval of employee data.

### Accelerate transaction processing

Until a few years ago, DavCo was using an outsourced payroll provider, but grew displeased with the associated high cost and low service levels. The company reviewed several in-house payroll packages, but ultimately determined that Sage HRMS was the best overall solution. "We felt that Sage HRMS gave us the most flexibility at the best price point," recalls Mary Ellen Hammond, CPA and vice president of finance for DavCo. "With it, we can manage all of our payroll and human resource functions, and an in-house option like Sage HRMS offers better internal controls at a lower overall cost."

In addition to successfully bringing its large payroll in house, DavCo implemented Sage HRMS HR Actions to speed and simplify the many human resource (HR) actions surrounding the employee lifecycle. Prior to using Sage HRMS HR Actions, each HR action at DavCo involved stacks of paperwork, some of it housed at the individual restaurant locations, some housed at the corporate offices. "It was always a struggle to get all the required documents together in one spot," says Hammond. "Routing paper is very inefficient, and you never know where in the process a particular action is being held up. Now that the process is all online, there's no paper pushing, no finger pointing about who lost a document, and we can easily determine where in the process an action is."

### Customer

DavCo Restaurants, LLC

### Industry

Restaurant franchisee

### Location

Crofton, Maryland

### Products

Sage HRMS  
Sage HRMS HR Actions  
by Delphia Consulting

### Challenge

DavCo Restaurants' large and distributed workforce complicated the timely completion of various human resources tasks. Its paper-intensive process was labor-intensive and inefficient.

### Solution

DavCo added Sage HRMS HR Actions to its Sage HRMS installation, creating a perfectly integrated solution for collecting and approving employee data.

### Results

The company will realize a full return on its investment in just three years. Efficiencies gained enable DavCo to support its large workforce with a staff of just four. Integration with Sage HRMS provides a single point of entry, eliminating time-consuming duplicate data entry.

"There's no more redundant data entry. We are capturing, tracking, and maintaining all employee lifecycle data from a single point of entry."

Mary Ellen Hammond, vice president of finance  
DavCo Restaurants, LLC

Using Sage HRMS HR Actions, the company eliminated the paper forms previously required for actions such as new hires, promotions, evaluations, transfers, or terminations. “We create customized electronic forms for each action, define the workflow, and the software automates the routing, approval, and notification processes,” explains Hammond. “It makes these processes virtually paperless, and it helps enforce our corporate policies through the approval sequences and built-in controls we establish.”

For example, as part of the new hire process, employees must indicate they have read the company’s orientation booklet. “Sage HRMS HR Actions gives us a way to track what actions new hires have completed and which ones are still outstanding,” explains Hammond. “The system is very flexible and easy to use. We can set up the forms to collect the data we care about and to enforce our own specific business rules.”

### **Tight integration with Sage HRMS**

Once approved, data is updated to Sage HRMS with a single click—quickly adding a new hire, updating a pay rate, or changing an employee’s location. “There’s no more redundant data entry,” notes Hammond. “We are capturing, tracking, and maintaining all employee lifecycle data from a single point of entry.”

The tight integration with Sage HRMS means that each Sage HRMS HR Actions form can display and update fields in Sage HRMS. The company takes advantage of this power when performing a rehire action. The rehire form in Sage HRMS HR Actions stops the process if the applicant has been flagged in Sage HRMS as not eligible for rehire. “We now feel much more confident that our policies and procedures are being followed,” Hammond adds.

### **Facilitate data access and sharing**

Sage HRMS HR Actions promotes data exchange and sharing in a way paper-based procedures simply cannot. Managers can securely access Sage HRMS HR Actions over the web to initiate new forms, complete pending forms, or approve active forms.

Employees may also access designated forms to complete hiring checklists or to sign off on their routine evaluations. “And there is full visibility into all the forms in progress,” says Hammond. “We can see who has approved a specific form or where a holdup is occurring.”

### **Rapid return on investment**

Thanks to the efficiencies DavCo is realizing through Sage HRMS and Sage HRMS HR Actions, the company is able to operate with a lean payroll department. “Just five of us handle payroll for the whole organization,” says Hammond. “By automating routine and labor-intensive tasks, we can use our time for more strategic undertakings.”

“We’ll have a full return on our investment by the third year,” says Hammond. “And then there are the soft returns that we began realizing immediately. It’s impossible to accurately quantify the enormous time savings and overall efficiency gains.”

### **About The Sage Group, plc**

We provide small and medium-sized organizations with a range of easy-to-use, secure, and efficient business management software and services—from accounting and payroll to enterprise resource planning, customer relationship management, and payments. Our customers receive continuous advice and support through our global network of local experts to help them solve their business problems, giving them the confidence to achieve their business ambitions. Formed in 1981, Sage was floated on the London Stock Exchange in 1989 and entered the FTSE 100 in 1999. Sage has over 6 million customers and more than 12,700 employees in 24 countries covering the UK & Ireland, mainland Europe, North America, South Africa, Australia, Asia, and Brazil.



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