

### Abra Suite® Manufactures First-Rate Results for Mitsubishi Caterpillar Forklift America Inc.



#### Customer

Mitsubishi Caterpillar Forklift America Inc. (MCFA) – manufacturer and distributor of material handling parts and equipment under the Mitsubishi forklift and Caterpillar lift truck brands

#### Challenge

Select and implement a integrated HRMS solution with data analysis capabilities and other critical HR functions

#### Solution

Abra HR®  
Abra Payroll®  
Abra Attendance®  
Abra Train®  
Abra Alerts®  
Abra Employee Self-Service™

#### Results

- Benefited from more efficient payroll processes
- Automated manual processes, resulting in a nearly 80 percent reduction in man-hours
- Expanded support of critical HR functions

Houston-based Mitsubishi Caterpillar Forklift America Inc. (MCFA) is a manufacturer and distributor of material handling equipment and parts under the Mitsubishi forklift truck and Caterpillar lift truck brand names.

Rapidparts Inc., a MCFA affiliated company, specializes in the distribution of service parts for many competitors' brands of material handling equipment, including PROMATCH and MASTERSOURCE.

The company has expanded rapidly in its short history, doubling its research and development budget, launching a completely new narrow-aisle product line, and more than tripling its production volume.

Today, MCFA's headquarters and manufacturing facilities occupy a 42-acre site, with more than 680,000 square feet of office and manufacturing space, and more than 800 employees.

The company's HR department processes three payrolls for two companies – a weekly Rapidparts payroll and two MCFA payrolls, a weekly payroll for hourly employees and a semi-monthly payroll for exempt/non-exempt employees. MCFA had outsourced its complicated dual payroll process to an outside vendor since the beginning of the joint venture with Caterpillar (1972).

In early 1997, the company began its search for a robust HRMS solution that would provide data analysis capabilities and other critical HR functions. It found Abra HR®, part of the Abra Suite® family of integrated HR and payroll management software solutions, to be its best solution, and purchased it in late 1997.

#### Bringing the Power of Payroll In-House

"When I arrived at MCFA, I was adamant that we weren't going to have redundant data entry," said Jean Rauckman, senior manager of compensation and benefits at MCFA. "We needed a truly integrated system that would allow us to access and analyze data without redundant processes. After reviewing several systems, we determined that going with Abra Payroll® made sense."

The cost of the additional Abra module provided the company with growth in an investment that had already been made (in Abra HR), as well as the system integration its HR department needed.

*"Abra Suite has allowed us to begin to think strategically, rather than tactically, in how we handle our data."*

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MCFA – with assistance from Best's Certified Business Partner, Crouch, Slavin & Company – completed its implementation of Abra Payroll by October 2000. With Abra Payroll, the substantial data management and electronic retention processes associated with the HR department's day-to-day operations are more efficient, and the department's ability to provide a quick response to executives' data analysis requests has improved.

### Completing the Suite

"In addition to a strong desire to bring our payroll process in-house, we wanted to expand our ability to support the other major activities within the HR department, including recruitment, training, benefits administration, compliance, compensation, and attendance." added Rauckman.

After looking at several solutions, MCFA added the Abra Attendance®, Abra Train®, and Abra Alerts® modules to its HRMS.

Using Abra Suite, MCFA has automated various processes previously handled manually or on spreadsheets, including the succession planning profile process, the hourly performance and salary increase process, and the production of COBRA and HIPAA documents. As a result, the man-hours associated with data entry and data management have been drastically reduced.

Overall, the automation of manual processes through the use of Abra Suite has resulted in a nearly 80 percent reduction of man-hours.

### Strong advocate of Abra Payroll

"We've experienced major improvements over where we were prior to the implementation of the Abra solution," said Rauckman. "I'd recommend it to any company needing an integrated solution for HR and payroll management."

MCFA plans to implement Abra Employee Self-Service™, a secure Internet-based system that enables employees to view and update their personal information, within six months. Additionally, the company anticipates further expansion of its process improvement plans through automation.

Rauckman added, "Abra Suite has allowed us to begin to think strategically, rather than tactically, in how we handle our data."

In an environment where more and more companies are focusing on metrics, MCFA will be ready to accept and meet the challenge – with help from Abra Suite.

### The **ABRA** Suite® family includes:

- Abra HR®
- Abra Payroll®
- Abra Train®
- Abra LearningAction®
- Abra Recruiting Solution™
- Abra® OrgPlus™
- Abra Attendance®
- Abra Alerts®
- Abra Employee Self-Service™



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