

SOVRAN, INC.

Solution Overview

Industry

Computer Network Services
Human Resources

Scenario

Managing employee information was painful for this fast-growing company, so they turned to eEnterprise Human Resources to eliminate duplicate data and lessen data re-entry.

Company Profile

Sovran is a full service network integrator, specializing in server centric and remote computing. Since 1987, by offering design, installation, maintenance and support of local and wide area networks, Sovran has enabled clients to achieve their business objectives through innovative solutions.

Situation

Using eEnterprise Human Resources, Sovran has significantly improved its employment processes, ultimately resulting in improved employee satisfaction and retention.

Software Used

Microsoft Great Plains eEnterprise
Human Resources Series
Financial Series
Distribution Series
Field Service Series
Front Office Series
Tools Series
Microsoft Windows 2000
Microsoft Windows NT
Microsoft SQL Server

Can implementing a Human Resources solution really help retain employees? According to Lisa Loken, president of Sovran, Inc., it certainly can.

Based in Mendota Heights, Minn., Sovran is a computer network solutions company that serves the needs of small- to medium-sized businesses in the Minneapolis/St. Paul area. Sovran's 50 employees design, implement and maintain computer networks using Novell, NT and UNIX operating systems, Compaq and HP hardware platforms and Cisco and 3Com communications solutions.

Data, data, everywhere

Sovran's story is a familiar one. Before implementing eEnterprise Human Resources, the company used a variety of tools to manage its employee information, including Excel, Word, Access and, as Loken recalls, "the good old pen and pencil." The system was, she says, "archaic." "The frustrating part about not having a software system was that when people needed an answer, you had to look in five or six different places to find it," Loken says. The accuracy of the data was questionable too. "Information would be updated in one area and not in another, and it was tough to pull reports or do any kind of tracking because you never knew if the information you were looking at was the latest and greatest or if it had even been updated."

The search for Utopia

As Sovran's original eight employees watched the company double and triple in size, they knew they needed to act. After evaluating several human resources solutions, Sovran selected eEnterprise Human Resources. "We were looking for a management tool we could use to track all our costs of hiring, retaining, budgeting and the like," Loken says. "In our minds, we'd have Utopia if the solution could integrate with our accounting solution—the backbone we run our business on. And that's exactly what led us to eEnterprise."

Sovran uses nearly every component of the HR system, starting with job requisitions, which it uses to track positions and hiring costs and which managers rely on as a budgeting tool. "We know each year what our costs are because we can track interviewing hours, ads we place in a paper, job fairs, recruiters, et cetera," says Loken.

Exceeding expectations

As for employee retention, Loken says 45% of Sovran's employees have been with the company for more than five years, an impressive retention rate for a high-tech firm. Loken attributes much of that retention to the Human Resources solution. "We can relate our retention right back to eEnterprise Human Resources," Loken says. "We are able to track just the simple things like anniversary dates, birth dates—those types of things—so that the employee has a sense of belonging." She and the other Sovran managers have discovered that it's often these little things that matter most to employees.

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Lisa Loken
President
Sovran, Inc.

"We foster a culture where if we can exceed the expectations of our employees and their satisfaction in our relationship with them, they will in turn have that with our clients—and exceed our clients expectations," Loken says. Implementing Great Plains Human Resources has enabled Sovran to provide prompt answers to employee questions and help the company build and nurture strong relationships with employees. "Human Resources has exceeded what we initially thought it was going to do," Loken says. "We thought it was just going to be some simple database, but it has turned into such a tool for us that we use it for budgeting, management, retention and forecasting. It's been far beyond what we ever expected."

For more information about Microsoft Great Plains Business Solutions, visit www.greatplains.com

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