



#### CUSTOMER

Department for Persons with Disabilities (DPD)

[www.dpd.org](http://www.dpd.org)

#### COMPANY INFO

- 170 Employees
- 12 Locations

#### HEADQUARTERS

- Oak Ridge, NJ

#### SYSTEM PROFILE

- Sage HRMS

#### ACENTE SOLUTIONS

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## DEPARTMENT FOR PERSONS WITH DISABILITIES

### A Catholic Charities Agency in the Diocese of Paterson

The Department for Persons with Disabilities ([DPD](#)) has been providing social services to adults with intellectual and developmental disabilities for over 45 years.

#### CHALLENGE

Contracting with the State of New Jersey involves a complex level of compliance and loads of paperwork. Having grown to 170 employees across 12 locations today, Associate Executive Director at DPD, Joanna Miller, recalls challenges along the way. "Managing HR compliance rules and tracking employee certifications and training requirements had become difficult and time-consuming with spreadsheets and manual processes. We also had human resource data spread all over the map in multiple systems, not easily accessible to our supervisors in remote offices." That's when DPD turned to [Acente Solutions](#) and [Sage HRMS software](#).

#### SOLUTION

"Acente Solutions helped us organize hundreds of business rules and streamline important HR processes," Joanna reports. "They customized Sage HRMS to conform to our standards, instead of us conforming to the software." Acente Solutions also helped DPD automate state compliance requirements and built previously manual processes, like hiring and on-boarding, directly into Sage HRMS. "They consolidated all the information and tools we needed into one HRMS system which is saving us hours every month," says Joanna. "Plus, HR data is now accessible to supervisors and directors at all 12 locations."

#### RESULTS

The accruals process at DPD is one area of noteworthy improvement and valuable ROI according to Joanna. "We previously spent hours collecting data and manually calculating accruals for PTO and sick time. Now, everything is automatically tracked and calculated in Sage HRMS and the data can be accessed in just minutes." Joanna mentions that they also save time processing payroll. "Acente Solutions integrated Sage HRMS with our time and attendance software as well as Sage Fund Accounting. What previously took two accounting clerks two-and-a-half days processing paper timesheets and re-entering payroll data into Sage Fund Accounting, now takes just 4 hours from start to finish."

Joanna points out that DPD relies on automated system alerts to track time-sensitive HR events, training schedules, and accreditation renewals. She says, "We're subject to annual audits and this was the first year in a long time that all personnel files were complete and accurate for trainings and renewals ... and I attribute that 100% to Sage HRMS and Acente Solutions."

"Put simply, Acente Solutions implemented an HR management tool that saves us time and money, makes better use of our resources, and provides peace of mind that everything is accurate," boasts Joanna. "They've been there for DPD every step of the way and are true supporters of our organization."