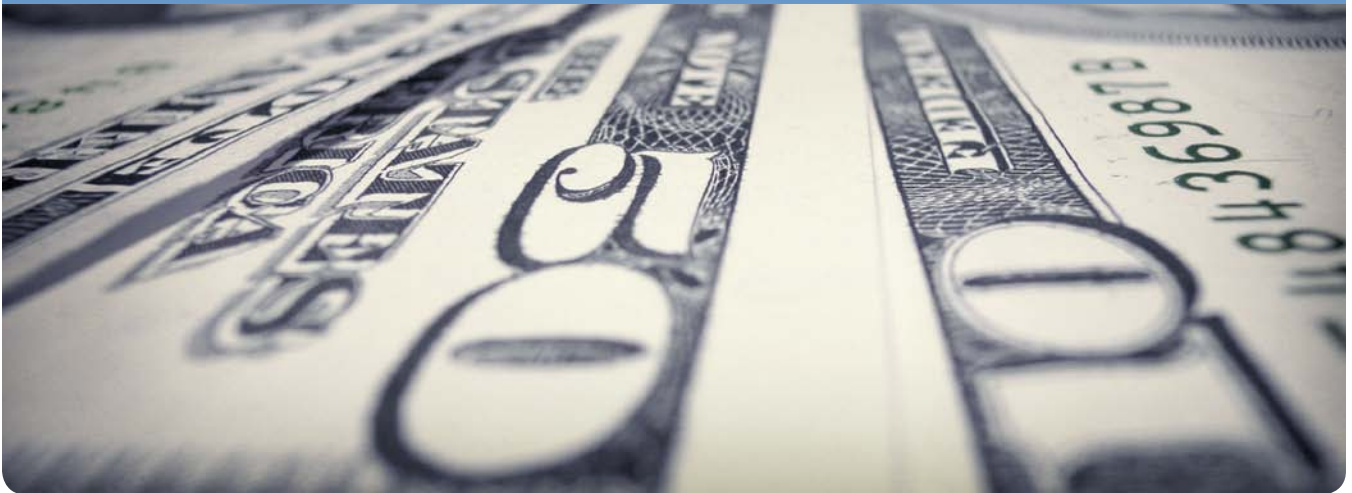


HOW SPRINGS VALLEY BANK & TRUST MAKES PROGRESS



IMPROVING PRODUCTIVITY AND EFFICIENCY WITH A WEB-BASED, SAAS SOLUTION FROM UNICORN HRO

For over 100 years, Springs Valley Bank & Trust Company (SVB&T) has been serving the financial needs of customers throughout parts of Indiana. The organization had been using the OPEN4 system from Progress Application Partner Unicorn HRO for close to ten years for managing its payroll needs. But when the opportunity arose to reduce its support costs and leverage the benefits of a hosted, Web-based system, SVB&T made the decision to move to Unicorn HRO's GenevaPlus product, a fully integrated Web-based, Software as a Service (SaaS) solution.

"We were happy with our OPEN4 application and the support we had been receiving. But we did have some efficiency and productivity challenges we knew could be overcome with a Web-based, SaaS solution," explains Craig Buse, IT Manager for SVB&T.



CHALLENGE

Improve efficiency and productivity levels with a Web-based, hosted solution

SOLUTION

GenevaPlus Hosted, a fully integrated Web-based, SaaS solution from Progress® Application Partner Unicorn HRO

BENEFIT

Reduced the time and costs associated with manual processes, saves the IT department hours each month posting updates and backing up data on a daily basis

“Having the ability to leverage the Internet to manage our payroll would be a major benefit to us. Our limited HR resources would save time previously associated with printing check stubs, stuffing envelopes and running reports. Also, with a SaaS solution we would be guaranteed our system is always up and running. Before, we had just one PC to manage our payroll; if it went down, we were in crisis mode. But with SaaS, we know our systems will always be available, and the stress as well as time associated with putting updates on in-house will be eliminated.”



When it came time to look for a new solution, Buse and his team didn't need to look far. “We already had a very positive experience with Unicorn HRO, and their GenevaPlus Hosted product met all of our criteria.”

Based on the Progress® OpenEdge® platform, GenevaPlus, Unicorn HRO's premier application, is a fully integrated, Web-based HR, payroll and benefits administration software solution offering Web-based user interfaces for both the employees as well as the managers and the HR/payroll benefits administrators. GenevaPlus is an easy-to use system with the ability to manage the most simple to the most complex payroll scenarios.

The SaaS version allows organizations to manage day-to-day tasks more efficiently and effectively, without having to devote precious IT resources to manage and support the application. It also provides for a lower total cost of ownership through lower startup costs, no need to buy or upgrade hardware and no IT resources.

A SEAMLESS, FAST CONVERSION MEETS WITH USER APPROVAL

According to Buse, the process of converting from OPEN4 to GenevaPlus was extremely smooth. “As far as conversions go, this was very painless. We have been through some conversions in the past where people were working all hours of the night and pulling their hair out. We did not have that happen with this conversion.”

Before the first of the year, SVB&T sent Unicorn HRO a test database. The parallel testing began in March and lasted five weeks. “The

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*Craig Buse
IT Manager
Springs Valley Bank & Trust*

core data came over really well, and we just had to clean up the odds and ends. The support we had from Unicorn HRO was fantastic—they were there with us every step of the way to make sure we were successful. And anytime we have contacted them with questions we have always gotten what we need,” says Buse.

The organization went live with the system in April, running its first payroll. “It went smoothly with no issues,” comments Buse. “The files got loaded, everyone got paid, and the employees were all able to access the Web-based employee self-service module. Overall, it was a seamless, painless conversion.”

Buse continues, “Reaction from users and employees has been extremely positive. We had not previously licensed the OPEN4 employee self-service option, so the Human Resources department worked with each employee prior to the conversion to provide training and an overview of the new system. The week before the cut over, we went around to each employee, made sure everyone had their user names and passwords, provided a tour, and then sent out e-mails with information and updates. Everyone was prepared for the change, and reaction has been positive.”

SAVING TIME AND MONEY WITH THE EMPLOYEE SELF SERVICE INTERFACE

The employee self-service Web-based interface has proven to be a significant benefit to the organization. Because payroll is now managed online, HR no longer spends time printing check stubs or stuffing envelopes. Instead, the process is now done automatically through the system, and employees use the self-service option to view their paychecks. This automation is saving SVB&T both time and money according to Buse.

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“Before GenevaPlus, if our system went down, we were in big trouble. Today, with a hosted solution we are far more efficient, and the product is more stable. We know we can keep our business up and running, which is critical when you are dealing with people’s paychecks.”

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Employees also like the Paycheck Calculator, an online tool they can use to perform “what if” scenarios. For example, they can modify their deductions to see how it changes their net pay.

INCREASING RELIABILITY AND REDUCING HEADACHES WITH SAAS

Leveraging Unicorn HRO’s SaaS offering, SVB&T now has the benefit of knowing that its payroll system will always be available. “Before GenevaPlus, if our system went down, we were in big trouble. Today, with a hosted solution we are far more efficient, and the product is more stable. We know we can keep our business up and running, which is critical when you are dealing with people’s paychecks.”

Buse anticipates that the hosted system will save the IT department hours each month now that it won’t have to worry about posting updates or backing up the data every night. “It also saves us a lot of headaches now that we don’t have to worry about an update that goes wrong. It takes all of the pressure off of us and frees us up to spend more time supporting the needs of the business.”

UNICORN HRO PROVIDES INDUSTRY EXPERTISE AND CONTINUED COMMITMENT

Buse also notes the value of working with a vendor who has industry expertise and a commitment to its customers. “The value I see is that we can depend on professionals that deal with this kind of software everyday. The expertise that Unicorn HRO brings is a huge benefit to a bank our size that doesn’t have a lot of resources or time to spend on payroll. We have been really happy with the Unicorn folks. The person who primarily helped us with the conversion was fantastic; we really value her expertise and help. To receive that kind of one-on-one attention as a small company is rare.”

IMPROVED VISIBILITY HELPING TO MOVE THE BUSINESS FORWARD

Since moving to GenevaPlus, the SVB&T HR department has also increased its visibility into the business. “Our HR professionals have found a lot in the reporting function that they couldn’t do before as easily,” says Buse. “The business users are getting in there and learning new things every day. I will see them in the hall, and they will be excited about something they found in the product. It is giving us more visibility into our business so we can make some changes.”

Though it has only been a little over a month since SVB&T implemented GenevaPlus, the organization is already thinking of ways it can further leverage the system to support the business. “We will continue to build on the employee self-service interface,” says Buse.

“We are thinking about using it for open enrollment as well as for healthcare. Rather than having to manage all of that paperwork, we can just have the employees go into the system and make their selections or changes online. We also anticipate that we will be able to do more with the reporting feature. As we become more familiar with the product, I have no doubt we will find new ways to improve our business processes and better serve our employees.”

UNICORN HRO



Headquartered in Florham Park, New Jersey, Unicorn HRO specializes in fully integrated benefits, payroll, and human resources solutions that can be operated independently by clients or totally outsourced to Unicorn HRO. The company was formed in 1982 by the Unicorn Group. Unicorn HRO currently services the HR needs of more than 800 domestic and international companies representing over three million employees. Unicorn HRO has offices in Raleigh, North Carolina; Seattle, Washington; and Houston and Dallas, Texas. For more information visit the website at www.unicornhro.com.

PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

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