



Specializing in bi-directional Sage Software solutions that are scalable, affordable, seamless and agnostic!

CUSTOMER PROFILE



Industry: Legal

of Employees: 175

of locations: 2

Clocks: Web clock Interface

Time & Attendance Software:
TimeMaster Web

Accounting Software:
Accpac 6.0 PU1

Sage 300 ERP

(800) 822-0973

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Suite 101
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Timeless Precision Delivered at Kramer and Frank

At Kramer and Frank P.C, a litigation and trial practice law firm that focuses on commercial, collection and fiduciary disputes and litigation, complex cases, arbitrations, and mediations must be scheduled and meticulous records of time worked must be kept. The solution had to be accessible 24x7x365 and handle the employee’s varying workload schedules of varying lengths.

“Sierra Workforce Solutions was an absolute resolution to our firm’s employee time tracking and payroll interface needs. Kramer & Frank worked very closely with Sierra to plan and subsequently orchestrate a seamless implementation. Sierra’s dedication and assignment of resources proved to be invaluable from a customer perspective. They tackled the complexity of our requests and operating uniqueness as a challenge and unequivocally surpassed expectations. The firm has acquired not just a new vendor but has developed a strong working relationship with an organization who truly focuses on meeting the needs of their customers – a win, win for everyone,” says Denise Sparrow, Kramer and Frank, P.C.

“TimeMaster™ Web was an excellent fit for the law firm. Capable of handling complex milestones with probation, carryover, and paid/unpaid lunch policies, it was able to reflect the benefits and culture Kramer and Frank wanted to provide their employees without compromise.”

Kramer and Frank had the need to export employee time and attendance data to their Sage ERP 300 (formerly Accpac) accounting and payroll system. Complicated by complex export code requirements, Sierra’s proprietary interface, the TimeMaster Integration Application (TIA), was designed to do just that. Since TIA can integrate to any accounting and payroll application and works with all of the TimeMaster applications, configuring it to pass the data to Sage ERP 300 in the way Kramer and Frank expected to see it for payroll processing was easy.

“TimeMaster Web handles all of Kramer and Frank’s needs with ease,” states Leonard Ramirez, Director of Operations at Sierra Workforce Solutions. “Kramer and Frank’s complex accrual requirements were the challenge because with different employee types working various numbers of hours on a weekly basis, they’re also rewarded with different PTO and SICK amounts as well.”

Capability was not the only vendor selection criteria. Since time is always of the essence in the field of law, Kramer and Frank needed a ‘partner’ capable of providing knowledgeable support quickly whenever it was needed. With Sierra’s 95% customer satisfaction rating and 97% customer retention rate year over year, Kramer and Frank found what they were looking for. Sierra Workforce Solution’s 25 years of successfully delivering workforce solutions and integrations was an intelligent choice.