

Case Study

Professional Services/ Consulting Industry



Applied Research Associates, Inc. (ARA) is an international research and engineering company recognized for providing technically excellent solutions to complex and challenging problems in the physical sciences.

ARA's mission is to provide in-depth and diversified research, engineering, and technical support services. ARA has a broad range of technical expertise in defense technologies, civil engineering, computer software and simulation, systems analysis, environmental technologies, and blast testing and measurement. They also provide sophisticated technical products for environmental site characterization, pavement evaluation, and specialized robotic vehicles.

FINDING A COMPLETE INTERNATIONAL HR SOLUTION

ARA started the RFP process by researching and sending out seven different queries to established HRIS companies, with exhaustive system research and a vetting process. Through this methodical process, ARA narrowed down the companies to three top choices. After active demonstrations by the top three, ARA chose NuView Systems because of the cost price point and the integration tools that NuView offered, which was far superior to any competitor system. A key element was that ARA has 1,250 employees spread out throughout the U.S. and Canada and they needed one combined system to work with locations globally.

WEB-BASED SIMPLE INTERFACE FOR A GLOBAL COMPANY

Another critical component in choosing NuView was the look and feel of the application's user interface, and menu options that were easy to use and navigate. NuView's unique "three panel view" made entering and separating data simple and timely. NuView's Web-based program provided an unparalleled level of accessibility to a global workforce, better performance, lower cost of maintenance and ease of use.

ARA found that NuViewHR offered:

- Easy installation, implementation and scalability
- Ability to deploy on a global basis
- No software or dll's installed on computers
- Provides unlimited access 24 x 7 x 365
- Use of web standard tools and web services
- Safe, stable and low-risk environment
- Multiple deployment options (License, ASP and Blended)

A FAST IMPLEMENTATION NEEDED - AND DELIVERED!

ARA had a very tight internal time frame that needed to be met by NuView, and requested an expedited time frame that was different than the "typical installation." ARA needed to go live with their global system and there was a vast amount of data transferring, auditing and cleaning that needed to take place within a fixed deadline.

NuView Systems had a proven track record of implementation excellence and ARA had confidence that they could perform under the incredibly tight schedule that was mandated in order to get all systems up and running. NuView rose to the challenge.

"We were absolutely amazed at the professionalism and time NuView gave us to make this implementation work; in many ways our timeframe was almost impossible. NuView delivered with a smooth process and implementation; the NuView team is phenomenal."

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USING NUVIEW'S IN-HOUSE PAYROLL SYSTEM

ARA also deployed NuView's In-house Payroll module that suited ARA's needs as a global company with over 1,200 employees. The flexible, easy to use, full featured payroll module provides ARA total control over its payroll processes.

NuView's payroll solution allowed ARA's Accounting department to set its own payroll schedule, without being dependent upon a Vendor. In addition, it also offered the following key benefits:

- Formula driven solution to handle even the toughest payroll rules or complex calculations
- Powerful, easy to use Report Writer
- Interfaces with 3rd party Timekeeping and General Ledger systems
- Post pay data to Employee Self-Service
- Audit payroll and correct errors before printing checks
- Unlimited check history on-line
- Maintain multiple State and Local earnings and taxes by employee
- Easy access to prior year's pays, taxes & deductions

TOP NOTCH CUSTOMER/TECHNICAL SUPPORT

ARA was thoroughly impressed with NuView's Technical Support team that enabled ARA to ensure that all the organizational needs of their global employee base were met in a timely manner. ARA frequently called on the NuView team to streamline workflows and implement best practices to optimize the NuViewHR system.

Key Features of NuView's Customer Support included:

- Named Support Rep
- Basic, advanced and customized training programs
- Line-of-sight remote diagnostic support
- Toll-free hotline support 5 days a week
- Optional 24 x 5 x 365 support
- Client Self-Service portal to review issue status, submit new issues and enhancement requests
- Email Support

“We believe that NuView’s support staff allows them to provide the most comprehensive, easy to use HRIS system on the market today. They go that extra mile and don’t consider any task or project impossible.”



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