



## Guaranty Bond Banks on Sage Abra and PerformancePAM

**Customer:**  
Guaranty Bond Bank  
Mt. Pleasant, TX  
[www.gnty.com](http://www.gnty.com)

**Company Profile:**  
Industry: Banking  
Locations: 12  
Employees: 260

Guaranty Bond Bank of East Texas calls itself "The Relationship Bank." Since it values relationships with employees as highly as those with its customers, internal performance evaluations are an important priority. Fair, consistent and well-documented evaluations not only praise superior achievers, but also offer thoughtful suggestions for improvement. In fact, evaluations are one of the ways that the bank keeps morale and retention figures high.

Its evaluation process, however, was paper-based and time-intensive. Each year, employees started articulating their goals in July. After three months of discussions, approvals and processing, new salary rates finally went into effect in the October pay cycle.

"We asked our business partner to help us speed up the process, and they recommended PAM from Perryman Software," says Deann Vaught, assistant vice president. "We've been on the software through one complete review and are very pleased."

### Automation Cuts Work in Half

Performance Appraisal Management, or PAM, is an add-on to Sage Abra HRMS, the human resources management software utilized by Guaranty Bond Bank. An automated, totally paperless system, PAM streamlines appraisal management with an activity center, showing required actions for individuals and groups, and creating a summary snapshot for HR. The system emails appropriate people with assigned tasks, then tracks actions by

approvers and reviewers. "Before, it used to take at least a month just to get information back from employees and their supervisors," comments Vaught. "As we increasingly leverage PAM to its highest potential and eliminate all paper from the process, I'm confident that PAM will reduce that time by half."

### Electronic Accuracy

One of Vaught's biggest headaches used to be the manual transfer of salary increase data to the human resources system. "Every time a supervisor recommended a salary rate change, we had to input it manually to Sage Abra," she says. "That was a lot of keystrokes."

### Challenge

Transition to a paperless human resources department. This required performance appraisal software flexible enough to be used by managers at 38 store locations and comprehensive enough to include employee self-evaluations. The system also had to work in concert with corporate human resources.

### Solution

Use current Sage Abra HRMS in concert with PerformancePAM customized to LD Management's specific HR needs.

### Results

Employees are more involved in the performance appraisal process and this should contribute to better retention rates. Computerizing the process allows the company to be more environmentally friendly and will free up 300 square feet of space currently occupied by filing cabinets.



Development Partner



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Deann Vaught  
Assitant Vice President, Guaranty Bond Bank



Development Partner

Now PAM does this for us automatically, saving a great deal of time. But even more importantly, it eliminates errors, so we're sure that employees are getting paid properly. Since implementing PAM, in fact, I have not found a single mistake."

Because PAM interfaces seamlessly with Sage Abra HRMS, supervisors are able to access HR information about employees, making evaluations easier. With a single click they can view salary history, training records and job progression. This helps them recommend appropriate goals for the year ahead and counsel employees to reach their highest potential.

"Supervisors may suggest that a teller cross train with one of our accounting groups, for instance," notes Vaught. "Or they might recommend taking a computer course. This is all noted in PAM, for convenient status updates during the year. Employees benefit by gaining the experiences they need to advance up the corporate ladder."

### Superior Support

Guaranty Bond Bank found that transitioning to PAM was much simpler than they had expected. All training was conducted remotely via telephone and computer. Employees were surprisingly receptive to the software, due to the implementer's attitude.

"Perryman Software welcomes input from users," says Vaught. "Whenever we have an idea, they listen to us very carefully, and are incorporating the concepts into their next upgrade. When we wanted specific criteria on our evaluation forms, they customized the online forms to match ours. When we said we

wanted to force a comment on unusually high or low ratings, they gladly complied. And whenever we have asked them for technical assistance, they do whatever it takes to keep us happy."

### Switching to Sage Abra

The transition to Sage Abra is a story in itself. Guaranty Bond Bank had been outsourcing its payroll processing until 2001. Anticipating growth, it wanted greater control over payroll as well as reduced costs. It adopted Sage Abra HRMS as its internal HR management system.

"Now the software manages everything for us, from tracking training to affirmative action. All of our payroll goes out through direct deposit with Sage Abra, so we no longer have to cut paper checks. Our partner even showed us how to customize direct deposits with our logo, which allows us to save on printing costs," says Vaught.

How has the software improved the bank's bottom line? "It's hard to calculate the exact savings we experience from Sage Abra overall, because we've been using it for such a long time now," Vaught replies. "I know that if we had to go back to outsourcing, we'd be paying much more. We wouldn't consider that, though, because of the wonderful, end-to-end system we have now with the combination of Sage Abra and PAM."

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