



Vision Statement

Guiding Principles

Central Purpose:

We help our partners realize their visions by sharing knowledge with passion and integrity!

Core Values

* **A**cting with honesty and integrity regardless of the consequences

* **B**alancing personal and professional lives as employee satisfaction is key to our future

* **C**lient satisfaction is the catalyst for prosperity and growth



* **D**ependable, reliable and professional conduct at all times

* **E**xceeding client expectations will allow us to maximize both personal and corporate profitability

* **F**airness and loyalty to all employees, clients and business partners

Envisioning Future

Courageous Goal:

To be an internationally recognized professional knowledge firm whose name is synonymous with the solutions we provide.

Descriptive Future:

- The quality of our work and the nature of our relationships result in 100% of our clients being reference-able.
- We are publicly recognized as one of the "Top 100 Best Places to Work" in the nation.
- Our national presence grows to the point of having clients in every state.
- Our growth and profitability compel us to become a publicly traded company.

18 SERVICE PILLARS



1. Be Authentic - Authentic behavior is the most powerful quality we have as consultants. Authenticity is about undisputed credibility when you articulate what you are experiencing. In other words, you express the emotions you feel without being emotional.

2. Exhibit Professionalism at All Times - Conduct every action & communication with absolute professionalism. Bring a sense of calmness & assurance during times of stress for your client. Continuously work on improving your skills & knowledge. Maintain an impeccable character.

3. Demonstrate Success - Success is always measured against the client's written objectives & can only be achieved when it is demonstrated to the client. Always ensure acknowledgement is communicated up & down throughout the client's organization.

4. Engage in Knowledge Transfer - Knowledge transfer begins when your client has sufficient skills for day-to-day activities. Knowledge transfer uses several methods (training, mentoring, hands-on-experience, and interactions) to be successful.

5. Stay Clear of Politics - While you must, without question, know & understand the politics of the client's situation, stay clear of getting involved. Do not get drawn in & choose a side.

6. Focus on Delivering Value - Everything you do for a client should provide a return on their investment. Just because you CAN do something, does not mean that you SHOULD.

7. Make the Client Look Good - Publicly recognize the contributions & successes of the client & their team. Always pass credit to those who have earned it.

8. Take Administrative Tasks Seriously - Administrative tasks are essential to the success of every project. This includes documenting project details accurately & on a timely basis.

9. Know Your Audience - Know to whom you are speaking, but do not talk up or down to anyone. Treat everyone's time & position with respect.

10. Spend Money as if it Were Your Own - Clients expect to be billed for your expenses, but spend wisely. For travel, always seek the most cost-effective alternative. For meals, eat as you would at home. Share cabs if possible & seek rides if appropriate. Always give the client the option to save money.

11. Project a Positive Attitude - Adversity & challenges are part of every engagement. They should always be met with a "can do" spirit. A positive attitude is contagious to the rest of the team.

12. Communicate - Communication is a two way process; always seek to understand BEFORE you try to be understood. You should use many forms of communication: calls, email & face-to-face. Always assume there will be an external audience.

13. Show Up Ready to Work - Study project information before you arrive. Have your materials (agendas, handouts, etc.) ready to go. Know what you are going to do this visit, discuss it briefly with the client as you arrive, then get to it.

14. Look for Improvements - Your relationship is based on trust & your ability to find & create solutions. Help your client identify needs they might not be aware of by looking past the immediate pain & find the root cause. Propose solutions or further research with the goal of developing alternatives.

15. Protect Your Integrity - Be truthful, even when the message is hard for your client to hear. Be reliable. If you are unable to meet a commitment, communicate that quickly.

16. Under Promise, Over Deliver - Always be conservative in your estimates & promises; then deliver more than what is expected.

17. Never Leave the Client Guessing - Call to confirm every appointment. Arrive before your appointed time & debrief when leaving. Never leave without an acknowledgment from the client. Follow up the next day.

18. Know When You are in Over Your Head - If you suspect that you need help, ask for it. Always try to refer the situation to someone who can deal with it most expeditiously. It is all right (in fact, it is preferred) to say you do not know but will get the answer.

JUST LIKE ANY STRUCTURE BEING BUILT, YOUR PROJECT IS DEPENDENT ON THE SKILLS OF THE CRAFTSMAN AND THE QUALITY OF THE TOOLS.

CS3 team members subscribe to a very stringent set of 18 well defined service standards. The CS3 Service Pillars™ will be applied during all aspects of your relationship with the CS3 team, including sales, implementation, support and customer service.

CS3 has expertise in:

- Accounting Systems
- Inventory Control Systems
- Manufacturing Systems
- Human Resource Management Systems
- Management Advisory Services
- Time Collection Systems

CS3 Consultants are actively involved in:

- American Institute of Certified Public Accountants
- Society for Human Resource Management
- American Payroll Association
- Information Technology Alliance
- Sage Leadership Association
- Project Management Institute



THE CONSULTANTS AT CS3 TECHNOLOGY ARE EXPERTS AT CREATING ORDER FROM CHAOS.

As a long term business partner, our consultants become an extension of your organization, helping you meet your management, production and revenue goals.

Colby-Sawyer College

Colby-Sawyer College Makes the Grade with CS3 Technology and Sage HRMS

Nestled in the scenic Lake Sunapee region of central New Hampshire, Colby-Sawyer College is a comprehensive baccalaureate college that integrates liberal arts and science with professional preparation. The faculty is known for their focus on teaching and a strong commitment to students' education. In 2012, Colby-Sawyer College celebrated their 175th anniversary. Additionally, Colby-Sawyer College was named one of the "2010 Great Places to Work For" by The Chronicle of Higher Education.

Colby-Sawyer College's human resource department had been using the payroll module of an accounting system to track HR-specific information on employees. "Over the years, we needed to track more and more information on employees," said Sharon Beaudry, Colby-Sawyer's HR Director and now Assistant Professor of Business Administration. "Unfortunately, the perception was that the payroll module should be sufficient to use for a human resource system. We started using spreadsheets to track information that could not be tracked in the payroll system. This was inefficient for our staff and led to inaccurate data. We also had to have more people do the work because everything was such a manual process. When you don't have good systems in place, you end up spending money on other resources."

"Our turning point came during an audit of retirement plans," said Sharon. "The payroll software we had been using did not possess

systematic financial controls. These issues were brought to the attention of our administration by the auditors. We started to look for a true human resource system." In addition to reviewing HR solutions available, Sharon and her team considered customizations to the current payroll system. Sharon had worked with and implemented Sage HRMS in past roles working for non-profit organizations. Sage HRMS was selected for its tight controls and functionality.

"The key to a successful implementation is really great consultants," said Sharon. "I worked with CS3 Technology in the past and knew that their consultants were knowledgeable about software and had professional HR, payroll and IT expertise. This is essential as they understood what we were going through. We reviewed all of our processes and made changes where needed. CS3 tailored the software to meet our specific needs."

"It's night and day how we operate," said Sharon. "Previously, I could not look up basic employee information and just accessing the system was difficult. Reports were cumbersome and all requests were funneled through one person. Not to mention, reporting data was pulled from a variety of spreadsheets, which was time consuming and error prone. The depth of our Sage HRMS system is fantastic. We have access to the reports we need to do our jobs and not just one person can put together a report. The time it takes to do

Client Solutions

Colby-Sawyer

New London, NH

www.colby-sawyer.edu

Business Issues that Led to Need for New System

- Lack of financial controls
- Mostly manual processes
- Spreadsheets used to track information
- Reports difficult to build
- Inaccurate data

Results of Implementing Sage HRMS

- Reports available at touch of a button
- Tripled the work output without adding people
- Strong financial controls as approved by auditors
- Reduced time to do basic tasks
- Employees can self serve for their time off and pay stub information
- Streamlined and improved processes

Impact of Relationship with CS3 Technology

- System ownership
- Built good habits
- Consultants have professional and IT knowledge
- Support and training yield self serve
- Process review and improvement recommendations





things has been reduced and the amount of work we are able to accomplish with fewer people has increased.”

For their 650 employees, payroll was a complex task. Employees were paid on a variety of pay cycles. There are hourly and salaried employees as well as employees who work at varying times during the school year. Once payroll was complete, pay stubs were printed, hand sorted and stuffed in envelopes. Today, using Sage ESS, employees can log in and choose to view or print their pay information. “We’ve saved half a day plus the cost of paper and envelopes,” said Sharon.

“Salaried employees would request time off either for sick or vacation using a Word document,” said Sharon. “The requests would be manually keyed into a spreadsheet and tracked against earned time off. Employees never knew exactly how much time they had available. It was difficult to maintain and could be inaccurate. Now, employees can view the time off they have available through Sage ESS and it is reliable. This has saved us two days a month.”

Another area that has significantly improved is compensation increases. “It would take us three to four weeks to pull together the information needed,” said Sharon. “Often the numbers needed to come from multiple spreadsheets. CS3 helped us write a Crystal Report and now the information is available to us at the click of a button.”

“One of the philosophies that CS3 has is that they teach you while they implement. We were able to review all of our processes and make changes where needed. This gives us ownership of our system and we can maintain it going forward,” said Sharon. “Our HR department is much more centralized and effective now. We are able to handle triple the workload without adding people to the HR department.”

“I believe the success of an implementation is based on who helped you with it,” said Sharon. “CS3 offers great support, education and has helped us build good habits. I know their end goal is for us to be happy with system and self-sufficient. During our most recent audit, the auditors could not find one thing wrong with our system. Problem solved!”

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– Sharon Beaudry
*Assistant Professor of
Business Administration*

About CS3 Technology



A software solution is only as good as the implementation team. CS3 Technology is led by a tremendously talented team backed up by a fiercely dedicated staff. Our highly experienced strategic thinkers transfer their knowledge to your team guaranteeing a flawless execution of your vision.