

Enhancing Customer Engagement and Tier-2 Supplier Management

Staffing Industry Process Automation *Addressing the Gap on Buyer-side Functions*

The Staffing Industry Analysts (SIA) 2020 North America Staffing Company Survey notes,

“Although the share of traditional staffing firms involved in human cloud services is still limited, most have been automating elements of the staffing process, particularly on the temporary and permanent worker side. Across all the individual worker functions queried, a median 54% of staffing firms reported automation; by contrast, across buyer functions a median 20% reported automation. A comparison of functions automated over 2017-2019 showed small increases across the various functions surveyed, but in 2020 those increases stalled on the worker side and were reversed to some degree on the buyer side. These results were robust across staffing firm sizes and skill segments.”

Propensity for staffing firms to automate work process functions versus buyer process functions:

20%

Minimal investment in Buy-side

vs.

54%

Investment in Internal Operations



Recurring Challenges on the Buyside

In addition to finding and securing the best talent, staffing suppliers also struggle with the operational challenges of candidate procurement.

Staffing firms' ideal state is to fill the vast majority of their clients' open requirements. While the internal fulfillment process [i.e., sourcing and screening candidates] needs to be efficient, so does the client delivery. This process historically has been manual, throttling the ability to move candidates quickly through the client screening and hiring process. Challenges include:

- Inefficiencies in candidate presentation to the client
- Inability to scale candidate sourcing
- Lack of visibility into tracking candidates moving through the workflow
- Complex and frequent reporting requirements
- Inaccuracies in managing worker time and expense approval processes
- Errors in billing and payment
- Inability to leverage tier-2 suppliers sourcing and management

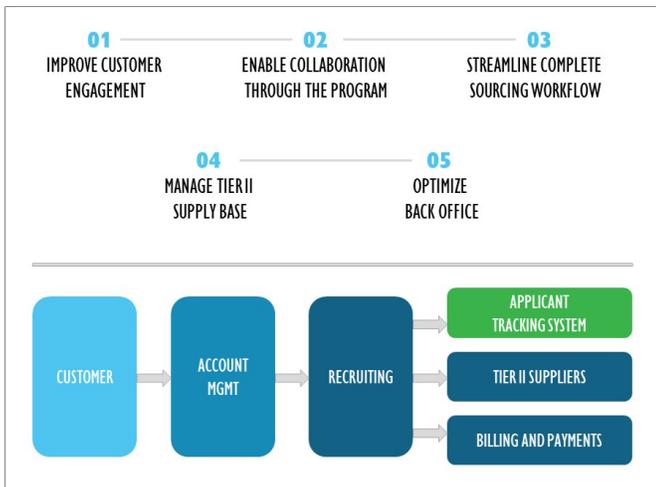
Tracking the process using traditional methods such as spreadsheets and other manual means have proved cumbersome and inefficient.

Fortunately many of these issues have been solved through the evolution of vendor management systems (VMS) like ELEVATE, which has been purpose-built to address each of these challenges.

ELEVATE Innovations

The composition of staffing agency customers' contingent workforce program is a complex network of constantly moving parts—from managing demand on the front end, through building a quality ecosystem of tier-2 suppliers on the backend.

Many agencies have perfected their sourcing and recruiting capabilities and excel at providing quality talent to their customers, yet significant gaps and challenges remain on larger workforce management programs. ELEVATE is the answer.



Metrics and Visibility:

- Time to approve req
- Time to fill req
- Ratios:
 - Candidates / Interviews
 - Interviews / Offers
 - Offers / Accepts
- Accepts / Starts
- Headcount /hours billed by org unit, job type and location
- Hourly rates
- Tenure tracking

ABOUT US

Elevate Saas, Inc. enables its blue-chip customers to solve complex contingent workforce challenges with a highly flexible, state-of-the-art SaaS solution. The ELEVATE VMS platform addresses the ever-evolving corporate demand for an effective contingent workforce and is purpose-built by industry veterans to solve these increasingly complex issues. Human capital often constitutes the largest single cost of doing business. To cost-effectively source and manage this on-demand talent, while maintaining compliance and regulatory standards, organizations turn to sophisticated workforce management solutions, such as ELEVATE's total talent and vendor management system.

Information about ELEVATE can be found at www.elevatesaas.com

ELEVATE

is the
answer

Key Features:

- Simplified req creation and approvals by customer
- Efficient candidate submittals
- Complete candidate review workflow/ interview management
- Offer tracking
- Resource onboarding
- Engagement time and expense capture with efficient email-enabled approvals
- Geographical and skills coverage
- Collaborative sourcing
- Supplier performance

Back Office:

- Configurable time and expense reports for file transfer into billing and payment system

