

Enhancing Customer Engagement and Tier-2 Supplier Management for the Staffing Industry

Staffing Industry Process Automation

Addressing the Gaps

Gaps Within the “Last Mile”

Due in part to increasing demand on staffing agencies to provide expedited, quality candidates to their customers, a more tech-enabled “last-mile” capability is needed in the sourcing process. This last-mile fulfillment between agency and hiring managers has put a spotlight on a big gap in current staffing technology platforms. No longer are phone calls, emails, and links to candidate resumes adequate for managing the complex interactions between customer, internal recruiting, candidate, and potentially tier 2 supplier.

SIA Confirms Lack of Investment in Buyer-side Functions

Most staffing firms have been automating candidate sourcing 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. These results were robust across staffing firm sizes and skill segments.”

-Staffing Industry Analysts (SIA) 2020 North America Staffing Company Survey

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

20%

Minimal investment in Buyer-side

VS.

54%

Investment in Internal Operations

Source - North America Staffing Company Survey 2020, SIA



Recurring Challenges on the Buyside

The “last mile” historically has been manual, throttling the ability to move candidates quickly through the client screening and hiring process. Challenges typically include:

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

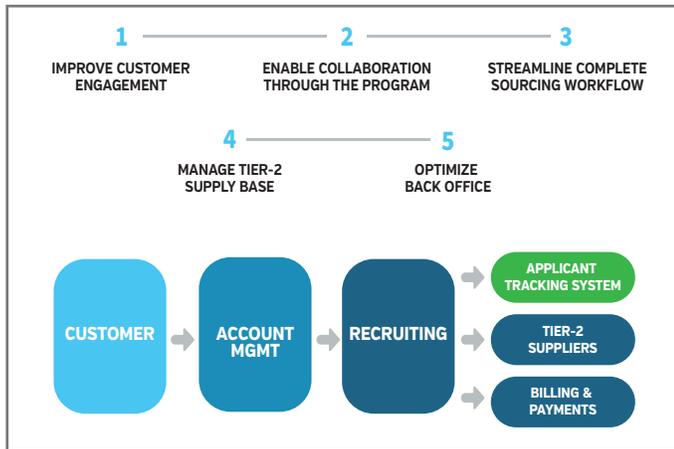
Tracking the process using traditional methods such as spreadsheets and other manual means have proved cumbersome and inefficient.

Fortunately, many of these issues have been solved through the adaptation of vendor management systems (VMS) like ELEVATE, into leading-edge SPaaS solutions.

ELEVATE Innovations

The composition of a staffing agency customer's contingent workforce program can be 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.

ELEVATE is the answer. By integrating with your internal ATS platform, the solution provides the only fully automated, end-to-end customer fulfillment process for the staffing industry.*



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:

- Last mile collaboration with hiring managers
 - 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
- Integration with major ATS platforms

Back Office:

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

*For more information, see ELEVATE publication, "ELEVATE SPaaS, the Industry's First Complete Integration with your Applicant Tracking System."

