



USE CASE

ELEVATE

Leading Healthcare Staffing Supplier Leverages ELEVATE to Respond to Government Agency's Critical Staffing Requirements

THE CHALLENGE

HSP (Healthcare Staffing Professionals, Inc.) was invited to partner with the County of Los Angeles' Department of Public Health to aggressively roll out several new COVID-related public health programs. HSP was tasked to recruit and manage several hundred resources for critical program roles and fully staff the program within two months.

With such a demanding timeline and high volume of candidates to be sourced and assessed by HSP, interviewed and dispositioned by the Department of Public Health and later on-boarded by HSP, Randy Hamamoto, VP, Business Development recognized early-on that HSP needed an enhanced way of engaging with its customer, and managing its sourcing workflow if it were to successfully support its customer's goals. His challenges included:

- Inefficiencies in candidate presentation to the client
- Large volume of candidate sourcing to be done for the program
- On-going status tracking of candidates moving through the workflow
- Complex and frequent reporting requirements of the program
- Accurately managing worker time/expense and associated approval processes

THE OPPORTUNITY

HSP partnered with ELEVATE, a leading Vendor Management System (VMS) platform for contingent workforce management to enable its end-to-end sourcing workflow and create highly efficient and effective touchpoints with its customer throughout that workflow.

"ELEVATE was a perfect fit for filling the gaps in HSP's solution for the Department of Public Health," said Rob Morris, CEO and co-founder of ELEVATE. "We were able to deploy key features of the platform that Managed Service Providers (MSPs) typically leverage in their outsourcing programs to HSP's staffing program, starting day one."

Some of those features provided by ELEVATE included:

- Simplified requirement creation and approvals by customer
- Highly efficient candidate submittals
- Candidate review workflow and interview scheduling
- Offer tracking
- Resource onboarding
- Engagement time and expense capture with efficient email-enabled approvals

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"There's no way we could have executed so well without ELEVATE. And, by the way, our customer is extremely happy with the platform as well! They love the increased candidate visibility and automated workflow features of the platform."

Randy Hamamoto
VP of Business Development
Healthcare Staffing Professionals

Moreover, ELEVATE's analytics and reporting tools were able to meet HSP's detailed reporting requirements without any customizations of the platform. Metrics and visibility needs included:

- Time-to-approve requirements
- Time-to-fill requirements
- Candidates-to-Interview ratio
- Interviews-to-Offer ratio
- Offers-to-Accept ratio
- Headcount and hours billed by organization unit, job type, and location
- Hourly rates by Job Type
- Tenure tracking

THE BENEFITS

Hamamoto noted that the program immediately began realizing benefits of using the ELEVATE platform. He further commented, "Our time to fill, especially considering the volume of positions, is outstanding compared to other similar programs. We've also noticed our candidate quality and fit-to-job requirement is extremely high as evidenced by our program's low churn rate. Additionally, because our customer is a government entity and is receiving federal funds to execute this program, our reporting requirements are much greater than typical recruiting programs."

Since the launch of HSP's first program with the LA Department of Health in 2020, HSP has rolled out ELEVATE to all of its customers, realizing the same benefits company-wide as achieved on the original program.

ELEVATE

ENHANCING CUSTOMER ENGAGEMENT FOR STAFFING AGENCIES

Companies using ELEVATE have both expanded their access and speed-to-talent while reducing the overall cost of that talent. In tandem with program management best practices, organizations quickly and easily connect demands for talent with their supply chains/labor talent pools which encompass temporary labor providers, IT service companies, professional services firms and even direct talent cloud sources. Companies rely on ELEVATE to achieve their aggressive growth plans, support their workforce mobility objectives, and better optimize their overall workforce utilization rates.

ABOUT US

Elevate SaaS enables its blue-chip customers to solve complex contingent workforce challenges with a highly flexible, state-of-the-art SaaS solution. The ELEVATE platform was developed over the last decade to address 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. Organizations worldwide are increasingly relying on an evolving supply of on-demand contingent workers, contractors, and consultants. To cost-effectively source and manage this on-demand talent, while maintaining compliance and regulatory standards, these organizations turn to sophisticated workforce management solutions, such as the ELEVATE total talent and vendor management system.

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