

## **Techonolgy Briefing to Associates** **by: Kevin Franks – Strategic Director 02/2002**

In today's competitive environment, employees are increasingly being identified as strategic Assets. We have always viewed human capital as a such. Under Jeff's directives, we have been actively searching for technologies that will assist our vital roles in the market. From planning, recruiting and acquisition to workforce management, optimization and retention. Our position as HR specialist mandates that all of these processes are efficient, practical and scaleable. Contributing to this is the fact that our clients are all world leaders in their fields and expect the highest level of performance from us. As a supplier/partner we must work within their needs and budgets yet remain flexible in the face of economic and market fluctuations.

This has led us to look at our individual steps more as a whole process. Enterprise Resource Planning or ERP is a concept that looks to eliminate stand alone systems in lieu of a total integrated solution. While ERP doesn't offer us enough flexibility and customization the concept was our starting point. First we reviewed which steps that could be automated, eliminated or replaced with current technology. Technology that makes our associates more productive while providing them with tools that make their jobs easier by alleviating mundane tasks. This focus has led to the emergence of a better system — a system of applications that automate traditional processes and functions within our organization combined with proven methodology and industry leadership that enable employees to focus on their core competencies. Our legacy systems contained over 17 years worth of industry specific information and candidates. Capturing that information and converting it into our new systems was a 24 month process. Currently our internal developed candidate databank is the number one source of our recruiting success.

The Internet offers us a tremendous strategic advantage in this new directive. Our primary site (comp-search.com) being one of the more popular websites in the industry (up to 170,000 hits a month). This platform was a natural to launch our first industry job board; Webconnect. This system allows us to instantly post new positions to our web board as well others and matches incoming applications based on quantitative guidelines. The patented search technology gives us the ability to quickly search for more passive candidates as well. Combined with that is our eNewsletter that is published monthly with great industry specific career information for job seekers as well as hiring tips for employers. Our eNewsletter is a great vehicle to reach potential candidates and had over a million readers in 2001.

Once a candidate and a position are matched our Applicant tracking system automates the next step in the hiring process according to a clients preferences; from scheduling interviews to providing online skills testing and background checks. All test, correspondence and project notes are captured in our cross-referenced system. Our extensive history has provided an invaluable knowledge database that we are able to draw from. We can now even begin a baseline of predictive recruiting based on clients previous cycles and needs. Using this we can provide a ready pool of pre-qualified candidates in the absolute shortest amount of time.

After a hire the information from our ATS is seamlessly available to our HR managers allowing quicker starts for new hires. I am pleased to announce that we are currently in final testing of our online Time and Expense system which will give us complete system continuity. By allowing expense charges and time to be entered directly into our approval and accounting system online allows us better enforcement of client reimbursement guidelines and budgets, faster employee compensation and instant real-time reporting all via our secure internet location.

Technology is having a profound effect on workplace productivity. The innovations of the last few years have now allowed us to replace redundant data entry and concentrate on adding more value added services. Our Backweb recruiter development services even provide online training to our recruitment team. Our company has positioned itself well to take advantage of the latest tools available while at the same time continuing our great service record with our clients and associates. By targeting proven solutions and remaining consistent to our core business the years ahead should offer continued success.