



## **ABOUT APS**

Founded in 1990 in Birmingham, Ala., Automation Personnel Services, Inc. (APS) has grown to become the largest independently owned staffing company in the state, with offices throughout much of the Southeast, including Alabama, Georgia, Tennessee, South Carolina, Louisiana and Texas. Its focus is to provide a one-stop shop for temporary, temp-to-hire, executive recruiting, outsourcing and payroll services to a wide variety of businesses and industries. APS specializes in providing employees for light-industrial work in warehousing, manufacturing, assembly, production and other labor-intensive jobs, as well as legal and medical workers with a variety of specialized skills.

## **HIGH-LEVEL PROJECT GOALS**

- To increase efficiency by facilitating the sharing of data between the branch offices and the corporate office.
- To be able to provide better service to customers by having access to more customer information.
- To be able to provide customers with better custom reports, and to do it more efficiently.

## **CHALLENGES AND ISSUES**

The company's previous system had a lot of limitations and had a separate back-office component. Each of the 13 offices operated on a LAN network and functioned as a separate entity, with much information not being shared among them. A single integrated system with one central database was clearly needed.

## **WHY eEMPACT SOFTWARE**

"It was a combination of price and features," says APS vice president Randy Watts. "We looked at a number of other software solutions, but eEmpACT's stood out from the pack. The program was well-written, it had an easy interface for our users, and it had the functions we needed as well as a lot of capabilities for the future, such as Web access for our customers.

"Our old system was outdated and had a lot of limitations. It hadn't been updated since 1998, so we needed to modernize our front-office system. We had multiple databases and a separate back-office system. Our goal was to integrate all those systems, which eEmpACT does seamlessly. And we liked its integration with Microsoft Outlook for customer relationship management."

## **BUSINESS BENEFITS OF eEMPACT SOFTWARE**

- Facilitates sharing of data between branch offices, as well as between the branch offices and the corporate office.
- Makes it easier to generate reports for both internal use and for use by our customers.



- Has cut down on internal technical support substantially, saving the company \$2,000 a month by allowing it to do away with an internal help desk that had focused on manually clearing errors generated by the previous system.
- Offers enhanced CRM capabilities that are integrated with Microsoft Outlook.
- Offers enhanced custom invoicing capabilities

**PRODUCTS AND SERVICES**

- eEmpACT Front Office
- eEmpACT Express Back Office

**DATE IMPLEMENTED**

July 2005