



ABOUT STAFFMASTERS USA

Founded in 1993, StaffMasters USA has become one of the most progressive staffing companies in the Southeast, with more than 20 offices in the Carolinas, many onsite locations, and plans for expansion in 2006. Providing a multitude of temporary and direct-hire staffing services to a wide range of clients in many different fields, from clerical to manufacturing, StaffMasters USA increases productivity and efficiency for its clients while optimizing their existing workforce.

HIGH-LEVEL PROJECT GOALS

- To consolidate many disparate databases into one collective database and provide real-time data access.
- To reduce processing errors and eliminate the need for extended staff hours to meet payroll-processing deadlines.
- To be more reactive to customers' needs by having more customer information at hand.

CHALLENGES AND ISSUES

StaffMasters USA formerly used two different products – one for the front office and the other for the back office. Data flowed downstream from the branch offices to headquarters, but didn't flow back upstream. An integrated solution was needed to maximize efficiency and provide real-time information.

WHY eEMPACT SOFTWARE

StaffMasters USA was operating in a multiple-LAN environment, which didn't give its individual branch offices access to a lot of information they needed. Each office operated as a separate island, due to the limitations of the former system. What's more, StaffMasters USA consists of five separate corporate entities that were each maintaining separate software databases, which made it hard to avoid stepping on one another's toes.

“We wanted integrated, real-time data access and a single database to manage for multiple companies,” said StaffMasters' IT Director, Mike Carricato. “eEmpACT allowed us to merge everything into one database but still be able to maintain unique transactions for each company. eEmpACT's SQL database gives us the flexibility we need, and its integrated General Ledger package means we won't need to have separate modules for payroll and billing, staffing, and accounting. To have everything together in one package is a huge plus for us. All in all, we felt that eEmpACT gave us the most value for the dollar. We've been very satisfied with their level of support and their attention to our needs.”

BUSINESS BENEFITS OF eEMPACT SOFTWARE

- Provides one integrated system and database, thus offering universal data access and avoiding the need to export files from one module to another.
- Has increased payroll efficiency by 25% and reduced processing time by 20% by utilizing a fully integrated package.
- Has increased resume submissions by 25% by boosting resume management efficiency.
- Offers enhanced CRM capabilities integrated with Microsoft Outlook.
- Allows for faster turnaround time on management and production reports.
- Boosts staff efficiency by providing relevant information at the touch of a button to proactively handle customer relations.
- Allows applicants to enter their own data online, thus saving staff time by eliminating the need for data input.
- Features a career-order process for direct hiring, which StaffMasters' former system wasn't designed to handle.

PRODUCTS AND SERVICES

- eEmpACT Front Office
- eEmpACT Express Back Office
- Resume Manager Module
- Entake Applicant Entry Module
- Enhanced Invoicing Module

DATE IMPLEMENTED

July 2005