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Customer Catch-up: Express Office Turns One

Being a pioneer isn't always easy. In this case, consider brand new software. Imagine being the first customer to embark down the path of unfamiliar queries, payroll reports, cash receipts and credit memos. For Scott Reedy and the crew at Source One Staffing in West Chicago, IL they didn't have to imagine- it was reality.

After completing a successful week of eEmpACT front office training just a year ago, little did Source One realize the important role they would have in the development of eEmpACT's newest brainchild, EXPRESS. A back office solution, EXPRESS was still in the beta testing stage and was not in place yet for customer use. When Source One's old back office software was wiped out around the time of their new eEmpACT front office installation, waiting for the beta testing to finish was not an option. The former Dataforce customer needed a back office solution immediately.

"We were forced to rely on EXPRESS," said Source One owner Scott Reedy. Although front office systems are fairly well developed across the market, back office is a newer concept that has software companies traveling to uncharted territories.

So what is it like to be the first staffing company to work out countless hiccups of a new software program? Reedy shares his experiences about the first 12 months of using EXPRESS. "eEmpACT responded to the situation so well," said Reedy. "In the beginning we would talk to them on a daily basis."

The feedback that resulted from frequent conversations with Source One greatly contributed to the success of EXPRESS. "I realized we had a vested interest because the usability of the information made this process well worth it," said Reedy. "We were involved in the end product and could give practical information from a customer standpoint so the software could continually be improved."

eEmpACT has always relied strongly on customer feedback to make changes to existing software. Everyday users of the product quickly recognize which features are most useful. Since the development of EXPRESS is still so new, eEmpACT worked closely with Source One to target progress areas. "The number one aspect we like about EXPRESS is that they are constantly developing the product," said Reedy. "If there's a problem we run into, eEmpACT is able to come up with a solution before the next release is out, so we can continue to run smoothly in the meantime."

As eEmpACT moves into the second year of marketing the EXPRESS back office software with more improvements, customers are also learning other aspects that set the

software apart from competitors. “Hardware requirements aren’t nearly as stringent as other software providers,” said Reedy. For some staffing companies that is a valid concern and it weighs heavily when making the decision of what software to purchase.

In addition to hardware requirements, Source One can attest to perhaps the most important aspect of any credible business- the honest and real experience they have had since being a customer of eEmpACT. “Every new product is going to have glitches, and often times it was something on our end we were doing wrong,” said Reedy. “eEmpACT was extremely responsive no matter what. They own every problem.”