

The EmpACT Connection

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Monthly Newsletter
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Connecting people around the world to the latest news and events in staffing



New Website Launched

Stop by and take a stroll through the newly designed eEmpACT website! Navigate with ease with as you explore the latest look of eEmpACT. The new layout allows you to find information more quickly so you can get back to work faster.



Now even more user-friendly, the website offers updated product and service information including features such as:

Upcoming events:

- **New User Training Sessions**
Sept. 12-16: Minneapolis
Sept. 19-23: Minneapolis
Sept. 19-23: Atlanta
Email Jen for more info at: jenniferp@eempact.com
- **IT Staffing Summit**
Sept. 11-15 Las Vegas, NV
- **2005 NAPS Annual Conference**
Sept. 21-24 Baltimore, MD
- **American Staffing Association National Conference**
Oct. 19-22 Orlando, FL

- **Customer Case Studies**– Read and learn about others just like you who have gone through the ups and downs of the staffing software industry. Take away real life applications and practical tips to help your business save time and energy.

- **Front Office Capabilities**– See for yourself the highly-customizable front-office system. Read about our efficient application process or advanced resume functions to ensure you are utilizing our software's most helpful features.

- **Back Office Capabilities**– Curious about what eEmpACT's EXPRESS back office can really do for your staffing company? Explore many practical functions, including a centralized database and an advanced payroll deduction capacity.

- **New Service Offerings**– Improve user productivity, increase product knowledge and streamline your operations with our implementation, training and consulting services!

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Explore the new website for yourself at: www.eempact.com

Support Tips and Reminders

• Accessing Outlook

If you've dealt with pop-up windows when sending an email out of eEmpACT, there's a solution! Whenever an email is sent from within eEmpACT, Outlook sees you're trying to access Outlook. You must say 'Yes!' to three pop-up windows in order to send the email.

To eliminate this step, learn more by visiting www.contextmagic.com/express-clickyes/

To download a utility that will automatically say 'Yes!' to those questions and seamlessly send out the email from eEmpACT, go to: www.contextmagic.com/ftp/ClickYesSetup.exe

Save some time and mouse clicks!

Tips, continued from page 1

Payroll Corner

Did you know?

Idaho - The State of Idaho has released an updated guide to withholding income tax. Included in this guide are new withholding tables. Although the tables are effective for 2005, adjustments to withholding for prior months will not be required.

Indiana- New county tax rates are effective July 1, 2005 in the state of Indiana. Be sure to update your eEmpACT Express payroll definitions as county taxes are not included in tax updates.

Ohio– The state of Ohio has issued new city and school district taxes with varying effective dates. Be sure to update your eEmpACT Express payroll definitions as city and school district taxes are not included in tax updates.

eEmpACT will continue to provide customer tips and reminders on a monthly basis.

Service is a Constant Priority at eEmpACT



Tim Giehl, CEO

The summer is an exciting and busy time at eEmpACT, especially as we continue to improve both products and services that our customers have requested. As a software

company, it is easy to concentrate solely on the product– both front and back office solutions. But I'd like to update you on the service side of eEmpACT. As you look through the new website, be sure to stop at the services page and see for yourself our existing and new implementation, training and consulting services tailored just for you.

We are working hard to develop and continually improve programs that will set the bar high and give our customers the specialized services they deserve. So whether you are a new customer or have used eEmpACT for years, there are always learning opportunities available through the services we offer—for any sized staffing company.

"We are working hard to develop and continually improve programs that will set the bar high...."

-Tim Giehl, CEO

Customer Catch-up: Express Back 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. 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."

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. "Every new product is going to have glitches, and often times it was something we were doing wrong," said Reedy. "eEmpACT was extremely responsive no matter what. They own every problem."

Customer Spotlight

Spherion Staffing

As part of the fourth largest staffing franchise in the United States, the Spherion Staffing office in Farmington, CT provides quality temp-to-hire and direct hire services. Belonging to a Fortune 1000 company brings high expectations for both the business and its clients.

Like any demanding industry, the need for faster processes, service and support is essential, especially for a staffing corporation. For Cathy Kendall, this is nothing

new. Director of Business Development at the Farmington office, Kendall came to Spherion with years of experience in the staffing industry. Just nine months after joining the team at Spherion, the decision was made to change software providers. "Lack of service and customer support took us away," said Kendall.

With input from Kendall, Spherion decided to go with eEmpACT front and back office solutions. Kendall had been an EmpACT user for seven years previously and

knew the software well.

With front and back office capacity, Spherion was able to easily access candidate retrievals and customize options for meeting documentations. With use of a document assignment, employees were able to see all aspects of the database and communicate more effectively.

Combining both front and back office solutions took productivity and communication to a new level at Spherion Staffing. Using the planner and task

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"Having a planner that is easily accessible keeps us working more as a unit."
-Cathy Kendall,
Spherion Staffing

Latest Service

Maintenance Program a smart move

Maximize your knowledge and expertise on the latest products and services available

With frequent software changes, it's hard to keep your system up to date. eEmpACT's new Maintenance Plan can make it easy for you! On a monthly plan you can utilize many benefits we offer, including more calls to customer support and discounts on our new Productivity Analysis Program.

In addition to the annual enhancements released each year, users can take advantage of additional enhancements released year round. Use the client log-in on our website or download the latest Microsoft software updates.

Contact the Account Management Team to learn how this program can benefit you!

Recent Customer Highlights

AccuSource Employment Services welcomed

During the month of July, eEmpACT welcomed four new customers! It is an exciting time for both the staff at eEmpACT and our new customers, as we look forward to building and maintaining a professional relationship for years to come. This month we're highlighting AccuSource Employment Services, based in Ohio with branch offices in Springfield, Yellow Springs, Huber Heights, Centerville and Troy. The staffing company has been operating for the past 10 years and employs 20 people. AccuSource staffs full service, industrial, skilled trades, clerical and professional. With the responsibility of staffing a

wide variety of employees, company President Amy Chapman and Vice-President Jeff Chapman are looking forward to automating many processes, including the use of EnTAKE for recruitment. "We are also excited about the increased searching and tracking capabilities and being able to pay and bill from the same entry," said Amy Chapman.

AccuSource hopes to see productivity increase in their staffing, recruiting and accounting processes.

Amy and Jeff came to Minneapolis in July for the New User Training. "This has been a great experience and what we've learned will no doubt effect our bottom line this year," said Chapman.



Trainer Julie Seifert demonstrates the administration and payroll functions on day four of New User Training in Minneapolis. Hands on learning helps new eEmpACT customers get used to using the software on their own. eEmpACT also has training facilities at their Atlanta office.

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**The Recruiting and
Staffing Software
Professionals**



Grounded with over 15 years of experience in the staffing industry, the team at eEmpACT has developed a solid understanding of the needs of recruiters, consultants and staffing professionals.

Founded by staffing firm owners in 1990, these recruiting experts formed eEmpACT Software, currently the industry's largest staffing software company. The software was specifically designed to empower recruiters in making it easier for people to find the right jobs and companies to find the right people!

A complete front and back office solution, eEmpACT offers comprehensive support. It is the crucial interaction with our respected customers that ensure the software we develop is precisely targeted to fit your needs.

Integrated with Microsoft technology, eEmpACT provides a complete order-placement and resume search system along with powerful accounting and business management technology and can be used in a variety of networking environments.



Welcome Aboard New Employees!



Julie Seifert

Julie recently joined the Minneapolis eEmpACT team in March as a Software Trainer. Julie is originally from Harland, WI and graduated from the University of Minnesota with a degree in Human Resource Development, and minors in Business Management and Leadership. Throughout school she worked in the Human Resources department at the downtown Minneapolis Hilton. She has lived in the Twin Cities for the past six years and her hobbies include hockey, reading, movies and crosswords.



Tim Schram

Tim joined the Minneapolis eEmpACT team as a Software Trainer in April. He previously worked for Disney the past 16 years as a trainer and also for American Express Financial Advisors. Tim is originally from California and attended California State-Fullerton and Long Beach, before coming to the University of Minnesota to pursue a degree in International Relations. He has lived in the Twin Cities for the past 13 years and enjoys traveling, reading, biking, walking, shopping and eating.



David Peterson

In May David joined the eEmpACT Professional Services team in Minneapolis, specializing in conversions. He previously worked at Concentra Integrated Services and National Healthcare Resources. David is originally from Minneapolis and attended school at North Hennepin Community College. He has lived in the Twin Cities all his life and in his spare time enjoys movies, reading, assembler programming and family history.

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organizer is important for the entire staff in Farmington. "It helps us as a team stay on top of daily activities," said Kendall. "Having a planner that is easily accessible keeps us working more as a unit."

The reporting functions also played a key role in increasing productivity. "As part of a franchise, it's a big deal for us to complete our royalty reports," said Kendall. "We used to go through many weeks to complete the reports; now we just pull up a couple of reports and we're done." With a relational database, documentation is now three times faster and many payroll functions have been shortened.