

The EmpACT Connection

Volume 7, Issue 11

Monthly Newsletter
February 2006

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



Upcoming events:

- **New User Training Sessions**
Feb. 20-24: Atlanta
Feb. 27- Mar. 3: Atlanta
E-mail Jen for more info at:
jenniferp@eempact.com
- **eEmpACT University Classes**
Feb. 22-24: Minneapolis
- **Texas Association of Staffing**
March 1-2: Austin, TX
- **TempNet** March 8-11
Key West, FL
- **Staffing Industry Executive Forum** March 13-16
Beverly Hills, CA
- **eEmpACT Spring User Group**
May 17-19: Minneapolis

Productivity Analysis Maximizes Staff Performance

As an active software user, you know the value of strong customer communications, especially when you are experiencing software-related frustration. In an effort to combat these communication barriers, eEmpACT has focused on connecting with our customers as much as possible through touch points such as user groups, account managers, email

- *How effective do you feel your training program is for new employees?*
- *What tools could help your company use eEmpACT more effectively?*
- *How efficiently do your employees use UltraMATCH?*
- *What aspects of Resume Manager do you enjoy most?*
- *How confident is your staff using all of eEmpACT's Front and Back-Office features?*

Not sure how to answer these questions?

notices and newsletters like this one to determine your specific needs. With feedback from you, we discovered a common theme among many of our customers- the need to use more eEmpACT features in order to raise staff productivity. As the competition picks up in 2006 it's even more important that your staff is using the eEmpACT system to its fullest! Fortunately, fully utilizing your staffing software from eEmpACT is not as hard as you think. It's important to audit the functionality of your software from time to time to ensure maximum performance from your staff. With eEmpACT's Productivity Analysis Program, you can stay ahead of your competition and fill more orders! You might ask— "How is there time to evaluate my team's productivity?" That's why we've developed a quick, on-site two-day analysis that lets us look at your software usage while you keep working and running your business. Through interviews, surveys, a management review and an assessment of your current system set up, our consultants can get right down to business and identify process improvements that will show immediate results. The analysis is followed by two days of customized feature-training targeted at strengthening your weakest processes. To learn more about the Productivity Analysis Program, contact Account Management at: **800-456-5660** or accountmgmt@eempact.com. Experience for yourself the ultimate efficiency your staffing business can achieve, as the pace picks up in 2006!

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Support Tips and Reminders

Payroll Diagnostic Report- Save yourself a headache...run it monthly

To avoid payroll frustration, eEmpACT highly recommends you run the Payroll Diagnostic Report on a monthly basis. By frequently running this report, you will be more likely to discover and correct problems such as:

- Invalid characters
- Issues with manual checks
- Missing mag media information for local taxes
- Many other useful bits of information

Running this report monthly will prevent larger issues at the end of quarters and end of the year. This report is located in the Payroll section and is the last report on the list.

Tips, continued from page 1

Payroll Corner– Did you know?

The city of Charleston, West Virginia is allowed to impose a weekly 'head tax' for employees working within the city limits. Check with the city of Charleston for details.

State income tax tables have been updated in Express for Rhode Island and Oregon.

Online Training— Knowledge Is power!

Have your entire staff on the same page with eEmpACT's affordable Front Office Online Training. User-friendly and interactive, the training allows users to pick and choose areas they need more or less training in– customized training at your finger tips. With an educated and up-to-date staff in place, your productivity will increase! Contact Account Management for more information: **800-456-5660** or accountmgmt@eempact.com.

View a short Online Training Demo to learn more: <http://www.eempacttraining.com/demo/trainingdemo1.htm>

Measuring Productivity– An Important Check-up



Tim Giehll, CEO
Getting productive, being productive, staying productive... there seems to be an awful lot of phrases these days that revolve around productivity. We even named one of our latest services with the term "productivity" in it. So there must be something to it, right— I mean, besides just a

Getting productive, being productive, staying productive... there seems to be an awful lot of

buzz word? Well in the case of your eEmpACT system, there's a whole lot more to it than just the name. Think of the new Productivity Analysis Program in the same terms as you would a check up for your car (bare with my analogy...). You check the brakes, the oil, the tires, etc to ensure maximum performance and efficiency. When it comes to your software, you also need maximum performance, whether it's your staff's

training program, use of specific tools in eEmpACT like UltraMATCH or Resume Manager, or just overall usage of your front and back office features. Regardless, not fully utilizing your eEmpACT system is only hurting yourself and helping the competition! Just like having a tune-up on your engine, the Productivity Analysis Program provides significant procedural improvements to help you succeed.

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-Tim Giehll, CEO

eEmpACT University Winter & Spring Schedule

One-day classes help maximize efficiency of eEmpACT system

You're always looking for ways to maximize the hours in your day; why not let eEmpACT help? With high turnover in the staffing industry, it is important to keep your staff up-to-date on the one vital system your business depends on most– your eEmpACT software system. Just like the candidates you find jobs for on a daily basis, you want your own employees to continue learning the skills necessary to succeed and increase productivity at your staffing business. By utilizing

eEmpACT University classes, this continued learning process results in knowledgeable employees who can more independently access the system, saving you time and money.

eEmpACT University was created to help customers work more single-handedly and leverage a greater in-depth understanding of the software. By providing classes that focus on a specific feature, customers can cultivate a more thorough understanding of eEmpACT's extensive software functions and capabilities, which are often not fully utilized.

Dates– Plan now to attend!

Feb. 22, 23, 24- Minneapolis
 Mar. 8, 9, 10- Atlanta
 Apr. 5, 6, 7- Minneapolis
 Apr. 19, 20, 21- Atlanta

Class Offerings

Web.– UltraDay
 Thurs.– eEmpACT as a Sales Tool
 Fri.– Query Report Writing

Class Savings!

Sign up for any class by Feb. 17 and receive 20% off the registration fee (Valid up to 3 classes)

Contact Account Manager Hugh Gilpatric for more information:
 800-456-5660, ext. 255 or hugh@eempact.com

January Proves Busy with 19 New Customers

Implementation Services bring more than 300 users home to eEmpACT

The New Year started off with a bang here at eEmpACT, as staffing companies were chomping at the bit to get up and running on their new eEmpACT system. With the economy looking bright, the need for automation in the staffing industry is in high demand, and the folks at eEmpACT are equipped with the resources ready to do just that! See for yourself the various- sized staffing companies all across the United States that recently upgraded to eEmpACT's robust automated staffing software.

- Minnesota staffing company with nine users
- Georgia-based staffing firm implementing six users
- Iowa staffing business with 10 users
- Staffing company based in Hawaii with four users
- A Kentucky-based staffing company implementing seven users
- Staffing business located in Georgia with one user
- Ohio staffing firm utilizing 20 users
- Staffing company located in Kentucky with 76 users
- An Illinois-based staffing business with one user
- Massachusetts staffing firm implementing 22 users
- Staffing business in Ohio utilizing 23 users
- A Georgia staffing business utilizing more than 100 users
- An Ohio-based staffing company implementing six users
- Staffing firm in Massachusetts with four users
- California staffing company with one user
- Staffing company based in Kentucky utilizing six users
- A Utah-based staffing company implementing four users
- Connecticut staffing business with five users
- Maryland staffing firm with four users

Help Desk Mania

Increased Call Volume Handled Flawlessly

eEmpACT's help desk shows true support during year-end

When January rolled around, so did the increased heart rate and blood pressure for many staffing companies who worked feverishly to complete year-end tasks. As a result, the eEmpACT Help Desk experienced a spike in the number of calls received. Keeping their cool, the eight-member Help Desk Team took in 1,824 calls in January, averaging 87 calls a day, with an average wait time of just 1.05 minutes. A true test to their robust knowledge of eEmpACT, the year-end process went smoothly for our customers thanks to a very dedicated team. "The ability for our team to really kick it in high gear when crunch time came was great, even though customer satisfaction is our priority all year long, not just at year-end," said Mary Lou Frerich, Director of Support.

Recent Customer Highlights

Welcome Institech!

While 19 new customers were implemented on our software in January, every staffing company has certain industry focuses. Based in Milwaukee, WI, Institech, Inc. provides staffing for skilled trades, engineering and professional employment. They have three employees and the average weekly payroll is 60.

Since 1990 Institech has provided job placement for many companies in Wisconsin and throughout the Midwest. Their recruiters and consultants are committed to providing quality, value-driven staffing solutions for the needs of their clients. The candidates they work with appreciate

their integrity and the lengths they go to that ensures success.

Liz Fuller, President of Institech, came to Minneapolis in January for New User Training. During the week long training, she became familiar as to where everything is located in eEmpACT, in addition to all the customization options available.

With eEmpACT, she is looking forward to the ability to track candidates better, search faster and send email directly from the resume file.

"I really hope to increase my response time to customers," Fuller said.



Nancy Saeger (left) and Institech President Liz Fuller (right) pose for a quick photo at their Milwaukee office.

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**The Staffing and
Recruiting Software
Professionals**



Grounded with more than 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 such as SQL, Outlook and Office, 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.



February



Employee Anniversaries



On Feb. 5, Keith will pass his two year milestone of being part of the eEmpACT team. A

Keith Amacher key player in the Customer Support Department in Atlanta, Keith is a Technical Support Analyst and also the Atlanta Systems Administrator. A former DataForce employee, he has experience in data conversion, installation and application developing. "I love working at eEmpACT more than any other job I have had. My co-workers are great and our customers make it worth coming to work every day," Keith said.



Judy Kelley

Judy will celebrate her second anniversary at eEmpACT on Feb. 5. As a Customer Support Analyst, Judy helps customers find solutions to their problems every day. Based in eEmpACT's Atlanta office, Judy was a former DataForce employee until the acquisition in 2004. "I look forward to continuing my relationships with the DataForce clients that have migrated over to eEmpACT, and in making new friendships with existing and new eEmpACT clients," Judy said.



Claudette Jaswa

Claudette Jaswa will also celebrate her two-year anniversary with eEmpACT on Feb. 5. As the Vice President of Sales & Marketing, Claudette is based in the Atlanta office and leads a team of five in generating new sales. Formerly, she was VP of Sales and Marketing for DataForce Systems since 1995 and remained until the 2004 acquisition by eEmpACT. "It is truly rewarding to promote and sell a product I stand behind 100 percent," she said.

Reminders

Monthly Maintenance Program

Maximize your knowledge and expertise on the latest software products and services. With unlimited support, regular software upgrades and monthly invoices, the Maintenance Program is your solution! For more info contact Account Management at 800-456-5660 or email: accountmgmt@eempact.com

Spring User Group: May 17-19

Sign up today and reserve your spot to network with other users and learn about how the latest eEmpACT offerings can improve your business, at no charge! E-mail Amy for more info: amyk@eempact.com.