

## Integrate and improve your business processes

### INTEGRATION BENEFITS:

#### SPEED OF SERVICE

Removing delays and duplication of effort in a process, simplifies the process and reduces processing time, ensuring service can be delivered faster.

#### INFORMATION MANAGEMENT

Improved sharing of information across a business results in less queries between staff and/or customers; and more accurate and timely management information with less effort.

#### QUALITY IMPROVEMENT

Reducing re-work, errors, and delays in a process (and with provision of better information), quality improvements can be achieved without increased cost.

#### COST REDUCTION

Through the use of integrated systems, administration effort in a process can be reduced by up to 60%. Efficiency improvements then allow you to increase business without increasing staff levels. All having a direct impact on your margins and bottom line.

### Why is process integration important?

Every business has processes and procedures that deliver a solution to their customers. These processes involve interactions with our colleagues, clients, and Candidates; and may involve using paper forms, email, and/or computer systems to manage, transform, and move information. When these processes work well we can feel that our business is efficient, and doesn't need to improve. The truth is though that, in most businesses, admin effort and costs can be reduced substantially (frequently by up to 60%); and quality, and service improved – even where people believe things are already efficient.

Specialist professions and theories have evolved for analysing and improving processes to unlock these benefits. However, you don't need to be a process expert, or have large budgets, to achieve improvement for your business. ....**Read on to find out to more.**

### Problems with processes

When managing a recruitment business, particularly for Temp business, our processes move from Consultant to Administrators, to Payroll staff, and onto Accounts staff. This typical business process is segmented and can lead to issues such as:

1. **Process 'Hand-off's':** Where there is a 'hand-off' in a process from one person to another (and from one system to another), delays, and duplication of effort are experienced. Delays mean slower processing, slower delivery of a service, and higher admin costs.
2. **Re-work:** Manual re-recording and duplicated data entry can lead to human error, meaning reduced quality, and rework to correct errors.
3. **Information access:** Where information is spread across people, locations and systems; management reporting often involves manually accessing and compiling information from these different sources (for you or your clients). This is not only time-consuming, but by the time the information is compiled it is out of date, impacting on effective decision making.
4. **Queries:** in a segmented process where information isn't shared, this leads to queries between staff and/or

**Process integration isn't an academic exercise, but delivers substantial improvements in service speed, quality, and hard cash!**



customers. A Consultant, for example, may require information from Payroll (or vice versa); or, Candidates and clients may query information on Invoices/Payslips relating to the original booking held in separate systems. Dealing with query processing is both time-consuming and costly, especially as the query may identify manual errors which then require re-work to resolve the problem.

### Solutions

By analysing our business processes we can inevitably all find small ways we can change and improve our manual procedures. However, the biggest and most far-reaching improvements are generally accepted to be achieved by utilising Information System software.

Recruitment systems store our data, and help an individual manage their information. However, your systems can be more than simply data storage technology. By integrating business processes across an organisation using software systems this can simplify your business processes. By reducing, or removing, the issues inherent in a typical Agency's business processes (that we've outlined earlier), you can bring efficiencies, cost-reduction, quality improvements, and better access to information. This in turn helps staff focus on more value-added tasks, reduce your costs, and improve customer retention & sales.

## TECHNOLOGY YOU NEED:

### INTEGRATED FRONT & BACK OFFICE SOFTWARE

Integration of your sales and admin processes simplifies processing from 'Prospect to Payment'. All duplication of effort is removed between Sales and Accounts/Payroll, allowing you to streamline your business and keep costs to a minimum. Your resources can then be focused even more on your clients rather than internal processing effort.

### INTEGRATED 'SELF-SERVE' SYSTEMS

Your business processes don't stop at the boundaries of your Agency. Clients and Candidates are part of your processes and provide, and require, information. By utilising the Internet your systems can be extended to give them access to enter and/or view information. This access can range from searching for jobs and registering details, to entering/approving timesheets, and/or viewing invoices and reports. These systems are forecast to become common place for an Agency within the next 1 to 2 years.

The more you can integrate your processes into one system, the bigger the benefits. One fully integrated system to cover most, or all, of your organisation's processes achieves the biggest benefits. This overcomes any complex technical issues of separate systems being 'interfaced' to work together, enables an organisation to make use of the process workflows built into integrated systems, and share data across the business.

If you can then also extend system access via the Internet to Candidates and Clients to access or enter information, then you can achieve the most efficiencies possible.

### Implementing your integrated solution

Implementing an Integrated system is clearly beneficial, especially for a Temp Agency. It can also be more achievable than you may think. There are a number of software suppliers who already provide integrated front and back-office systems, and a growing number are linking these to web portals for Candidates and Clients. These

types of system are also now becoming available on a Software as a Service (SaaS) basis, meaning that the supplier hosts the systems for you taking care of the running and management of your software, thereby simplifying your IT management and improving business data security, as well as helping improve your processes.

With SaaS, Instead of paying up-front licence fees you typically pay a monthly rental for the software. This is now bringing the benefits and process improvements offered by Integrated information systems into the reach, and budget, of even the smallest of agencies.

These benefits can be substantial, and can be the difference between success and failure for a business in a competitive market. If you therefore haven't yet explored what you could achieve and the benefits this would bring, then perhaps now is the time to do so to ensure your systems strategy delivers improvements to increase your competitiveness not only for today, but for the future.

### Process improvement through integrated recruitment systems

