Ultra-Staff ▶ Whitepapers

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If you are looking for staffing and direct hire recruiting software, download this "must read" checklist to make sure that all of your bases are covered.

This paper condenses all of the "best practices" that you should incorporate when looking for software. You have heard all of the horror stories about choosing the wrong solution and data conversions gone "bad." Make sure that your new software experience is successful by checking out these simple tips!

✓ Drill down to your needs.

The coolest most inventive software will do nothing for you if it does not address your critical business issues. The first thing you must ask yourself when looking at software is "Will the software solve my critical business issues?" If not, then nothing else matters. Assess your needs within the organization. What must be addressed?

Do you need tools to make you more competitive, is your current software disjointed rather than integrated, are customer requirements being serviced, is there more that you can be doing for applicants? How does the software address multi-office? Multi-company? Do you need front and back office? What are your social media and job board needs?

Focus on your requirements and assess which software solutions closely align with what you need to run your business. If you have new requirements and are relatively happy with your current system, check with your vendor to see if your additional needs can be addressed.

✓ Is a cloud model for you?

Decide if you feel more comfortable having your own server or if you would prefer a cloud subscription-based model. Much of this may be reliant on the size of your organization and the level of expertise you have on staff. Consider costs. Generally, a subscription service will cost more long-term but have lower up-front costs.

There are important issues to consider when adopting a cloud-based model. Find out what services are included in the subscription fee.

What about additional software such as email or word processing? How much space do you get on the server without extra charges? What about additional databases and data backups? How secure is the data center and where is it located? What if you want your data? How much does a copy of your data cost to get? What type of server is available and how often is the server technology upgraded? How often is the staffing software upgraded with new features? Is there an extra charge for software feature upgrades?

✅ Do you need to hire a consultant?

In some cases this makes sense to do if you feel you will not be able to complete a thorough analysis of your needs on your own. Be wary though. It is **important to choose someone with industry experience and knowledge** of the staffing industry.

Also, make sure that you are not guided into a more extensive system than you need and that the process does not become more complicated than necessary. If your company is smaller, invest your dollars in the right direction. Consultation is expensive.

If you do hire a consultant, you will have to spend time with them in order to benefit from the consultative experience. Also make sure that the consultant does not have a specific alliance with a certain vendor. Get references and check them.

✅ What to expect from the Demo.

Once you have your list of needs, make sure that the system demonstration focuses on your specific requirements. The purpose of the demonstration is just that, to demonstrate how the system will address your explicit needs. Remember, no system will address everything that you want but it should address the important items.

Make sure the sales rep that you are working with is concerned with what you require. Look at the features. Some features are "nice to have" and others are "essential". **Never incorporate a system that will not service your essential needs**. Never work with a vendor that doesn't ask you about them.

✅ Check out the vendor.

Make sure that the vendor understands your business and is working with similar customers. Find out what type of support is available and how the vendor handles system implementation.

Are you assigned a project manager? How long does system implementation take? What role does the vendor take for implementation and what is your responsibility? Is there an extra fee for implementation? **Be sure to check if the vendor is credit worthy and experienced**. Call references.

✅ Get the best training possible.

Do not skimp on training. Training is the key to successful system use. Have all users trained by a professional trainer. Train-the-trainer is acceptable but only if you have an in-house trainer that is very experienced with the product and uses a formal lesson plan.

If you have many users and bring on new users frequently, an in-house trainer may be a good option for long-term ongoing training. Initial training is best handled by the vendor. Have all users participate in the training. This step is imperative.

Ask the vendor what type of training is available and how experienced their trainers are. Some webinars and on-line training can be boring and often questions cannot be thoroughly answered. Classroom or on-site training is best.

✅ What to Expect from a Data Conversion.

It will never be perfect and your data will always look foreign to you on the new screens. Remember, the logic and flow of the old and new system may not align. Chances are your software selection is very different from the system you were using.

This is logical as there must have been a reason why you feel you need new software. Because of this your data may not find a comfortable home in all cases. Choose the most critical data. The vendor should provide you with a detailed document of exactly what will be converted and where it will go in the new system. Never assume anything. Ask your questions before the conversion so that you can have a clear idea of what to expect.

The data has to be analyzed in detail by a conversion expert in order to offer you a quote or opinion. Ask the vendor about their data conversion expertise and experience.

✅ Consider new ideas.

If you try to mold the new system into your old way of doing things, people will be less productive and you will not be taking advantage of the features that the new software has to offer.

Commit to the new software and be open to new ideas for accomplishing daily tasks. Whatever software you choose should feel comfortable and you have to like the "look and feel". If it does not feel right you may never get used to it.

Beware of constant references you may make to your old software and understand that you are looking for new software because what you have no longer serves your needs or cannot be supported.

✅ Make sure you are up to the challenge.

Even the most painless implementation efforts will require some time and effort. Transitions are always awkward even when working toward a better end. Explain this to your staff. It often helps to involve key people in the decision-making process so that they can take ownership.

However, it is important that top management make the ultimate decision on what is best for the organization. Involvement of management is essential. Keep staff members abreast of what is happening with the new system and what to expect before and after training.

System set-up is something that you have an opportunity to do before the system is installed. Take time to understand what is involved and how it will affect the system long-term. Throwing things together with the intent to change it later is never a good idea. Immediate benefits are decreased and it is never going to be convenient. Bite the bullet to set it up correctly and the new system will be much more effective out of the gate.

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