Bond Adapt Staffing Software and Collaboration Give TRC Staffing Services Adaptability, Process Improvement

Challenge:

TRC Staffing Services, Inc. is a national recruiting center based in Atlanta, with 40 locations around the country. In 2011, the company foresaw potential opportunities in the industry, but the software company they had at the time was unwilling to work with them to implement the modifications they needed to move forward with their strategy. In addition, the old staffing software could not incorporate TRC business policies, slowing down certain recruiting procedures.

Solution:

TRC chose Bond over the other eight software companies they considered due to the adaptability of Bond's Adapt staffing software solutions and because of the strategic partnerships that Bond builds with its clients.

"The ability and willingness of Bond to configure their software to meet our needs was a crucial factor in our decision," says John Clifford, vice president and chief information officer at TRC. "Bond makes their software available to end users, who then host their own version of the application and can make the modifications they need to support their business."

For example, TRC asked Bond to incorporate certain business policies into their staffing software. They added a candidate status pipeline with built-in prerequisites that require staff to document that certain tasks are completed, such as background checks, drug testing and tax documentation, before candidates are placed. Adapt also interfaces with software TRC uses to assess candidates' skills and allows staff to work from remote locations.

"Bond has a corporate culture and the willingness to strategically align with clients to take us in the direction we want to go."

John Clifford, VP, CIO at TRC Staffing Services, Inc.

The training that Bond provided was a positive experience and key part of the smooth implementation process. After leaving their previous vendor, TRC had to implement their new Adapt recruiting software quickly. "We were on a very aggressive implementation schedule, but Bond gave us the necessary resources to meet our target dates," says Clifford. "The training was one of the best I've ever seen in my work history — the trainer communicated well with the class, had great content and kept everyone engaged."

Results:

Due to Adapt's tracking of candidate status, TRC recruiters can place candidates more quickly because they're able to reassure clients that candidates have already passed through required testing and background checks. Adapt also interfaces with TRC's preferred electronic forms management software, Adobe EchoSign. This allows staff to process any necessary forms, such as tax documents, to and from candidates and clients electronically.

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"Traditionally you'd have to have a candidate come in and fill out tax forms, or you'd mail them out and have the candidate mail them back — it could take days," says Clifford. "With the use of EchoSign interfaced with Adapt, we've shortened that process to a matter of minutes."

The visibility of meaningful data within Adapt allows managers to better view employee performance and pinpoint areas that may need further training or clarification.

"We see how recruiters or sales people are doing in a summarized form so it gives clarity into how people are performing," says Clifford. "We can also view capacity and determine when we need to hire more staff."

The data that Adapt tracks can furthermore be used to support sales efforts. "Our sales people talk about this during presentations," says Clifford. "Our software helps us do this or that requirement, maintain compliance, ensure drug screening — it shows time and effort saved, and that can make a difference when prospective clients are considering our candidates versus those of someone else."

TRC has benefitted from Adapt's ability to integrate changes in laws and policies, such as new reports required under the Affordable Care Act. It also supports recruiting efforts via social networks.

"We need to be able to reach out to top recruits on social networks," says Clifford. "We need to communicate with prospective employees early, be a leader in this area and grab top employees before our competitors."

Clifford says that the key strength of Bond's staffing software is how it can be molded to fit what a company needs. "It's not so much the out-of-box Adapt product but how we can make modifications and enhancements that help us be more efficient and maximize profitability. Our value is in adapting it relatively painlessly and in short timeframes to take advantage of the initiatives we have here at TRC."

The other main benefit is how Bond partners with its clients. "We value our strategic alliance with Bond," says Clifford. "They are growing with us and vice versa — that's one of the key things that led us to look for a new solution, why we chose Bond and why we're still with Bond."

END

About TRC Staffing Services

TRC Staffing Services has 40 offices around the country and places approximately 11,000 candidates a year. From engineering to industrial, IT to administrative positions, they place consultants, contract-to-hire, direct-hire and project-based assignments. Learn more about TRC Staffing Services by visiting their website.

For More Information on Adapt and AdaptSuite

Learn more about how Adapt and AdaptSuite staffing and recruiting software can be configured to enable your staffing business to grow and thrive by downloading our brochure.

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