Resultant

STAFFING FIRM DRIVES GROWTH AND ENHANCES CUSTOMER EXPERIENCE **THROUGH DIGITAL TRANSFORMATION AND BI MANAGED SERVICES**

CLIENT STORY OVERVIEW

A large, privately held staffing and talent sourcing firm in the Midwest, our client has multiple locations in three states and has placed more than 175,000 teammates. They're a mission-focused organization that believes talent recruitment should serve the higher purpose of creating better futures for individuals, families, and communities.

INDUSTRY
Staffing and talent sourcing

IMPACT
- Eliminated most manual reporting
- Enabled real-time KPI analysis
- Simplified and increased data access

KEY TECHNOLOGIES
- ⊘ Power BI
- ⊘ SQL Server
- ⊘ Microsoft Azure

KEY SOLUTIONS
- Integration of disparate data sources into an enterprise data warehouse
- Intuitive dashboard development and user training
- Proactive infrastructure monitoring and maintenance

STORY HIGHLIGHTS

Eliminating barriers to growth
With greater mobility, flexibility, agility, and efficiency, the staffing firm can fulfill its mission, maximize revenue, and expand into new markets without being held back by traditional IT infrastructure.

Improving the applicant experience
No longer bogged down with paperwork and cumbersome processes, applicants can move through their journey independently and confidently and match their talents with the right opportunities.

Gaining insights to drive decision-making
With improved data access, streamlined reporting, and advanced data analytics, the staffing firm can measure performance in real-time and move proactively to capitalize on opportunities.

CHALLENGES

Manual inefficiency and data discrepancy
Applicant data and documentation relied on manual uploading into multiple data platforms. Any change after the initial upload required further manual updates in every platform. This widespread inefficiency led to data discrepancies across platforms, causing problems with reporting and analysis.

Frustrated applicants
Whether applicants entered one of the staffing firm's brick-and-mortar buildings or contacted a call center, employees had to pull applicant information from disparate platforms, generating excessive paperwork and creating confusion. In fact, applicants sometimes abandoned the process because it was so complicated.

Lost revenue and slow growth
Existing systems varied across locations and lacked the efficiency and agility to support the company's growth strategy. And because there was no data warehouse, the firm was unable to produce the right financial data and make informed decisions about IT investments.

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SOLUTION

The staffing firm needed to create alignment between people, processes, and technology across every location. They partnered with Resultant to facilitate comprehensive digital transformation and change management, consolidate data platforms, implement a robust business intelligence (BI) managed services system, and serve as a trusted managed services provider (MSP).

Data platform consolidation

Consolidating the company's disparate data platforms in the applicant system greatly simplified and improved the applicant journey. Feeding that data into the data warehouse enabled the firm to make more informed decisions.

A single source of truth in the data warehouse makes it easy to apply analytics and predictive data science to understand placement rates in specific markets, how quickly applicants navigate the process, and other performance metrics. The firm can then present this data to prospects, supporting its growth strategy.

Resultant deployed and integrated SaaS-based, mobile friendly solutions including Microsoft SharePoint and Teams, NetSuite for business management, and Ring Central data integration for call analytics and reporting.

Managed Services and BI Managed Services

As the staffing firm's managed services provider (MSP), Resultant proactively monitors and maintains the company's underlying infrastructure and provides day-to-day management services, such as help desk support, network infrastructure support, data management, and strategic consulting. This ensures that the company's technology continues functioning optimally to meet business requirements and minimize the risk of downtime.

To overcome issues related to manual reporting, siloed data, and inefficiency, Resultant implemented a BI Managed Services system, a process that includes dashboard creation and management, business process integration, user support, and data and infrastructure management.

The Microsoft Azure data warehousing platform makes it possible to integrate data from multiple sources, apply analytics, generate reports, and produce insights the staffing firm can act upon. Implementation included data extraction, transformation, and loading (ETL) processes from legacy systems and updating ETL jobs as needed.

Key technologies such as Power BI, SQL Server, and ETL process tools enabled the integration, transformation, visualization, and gathering of data from various sources in a centralized data warehouse. Advanced data modeling and analytics techniques derive insights and uncover data patterns that indicate staffing opportunities in new and existing markets. We built departmental dashboards, branch operations scorecards, and recruiter scorecards to track performance metrics.

Training

Training is essential to effective digital transformation and change management. Resultant provided end user training and support on new technology, services, and processes to maximize utilization and ensure that the staffing firm's team could take full advantage of the new IT solutions and BI system.

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RESULTS

The services and technology solutions Resultant implemented for the staffing firm represent a holistic shift to an organization-wide data-driven culture built upon a robust, future-proof technology foundation. The firm now has the systems in place to improve data quality and accessibility, operational efficiency, the applicant journey, and KPI analysis, all of which contribute to more satisfied applicants, better outcomes for clients, and higher revenue.

FUTURE

Through a truly collaborative approach, Resultant has provided solutions and resources that align with the firm's purpose-filled mission and vision. The company has been able to achieve its goal of harnessing the power of data to optimize operations, gain the flexibility and agility to execute its growth strategy, and achieve a competitive edge in the staffing industry.

About **Resultant**

Our team believes solutions are more valuable, transformative, and meaningful when reached together. Through solutions rooted in data analytics, technology, and digital transformation, Resultant serves as a true partner by solving problems with our clients rather than for them.

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