



Get Results - Get Upside Software

Case Study: Professional Staffing Company

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Client Overview

The client is a professional staffing and solutions firm providing flexible and permanent staffing solutions. The client's 1,900+ staffing specialists operate 63 offices in 41 markets in North America and 2 in the Philippines.

The Business Challenge

Prior to the UpsideContract implementation, the client required contract managers to compile all contract meta data information, choose the correct template, and prepare a draft contract record in the system. This process took an average of 5 business days per contract. The primary goal of the UpsideContract implementation was to improve the quality of information gathered in the field and reduce the contract cycle time by having more information available earlier in the process.

The Solution

User-friendly custom intake screens were built leveraging the UpsideContract APIs to easily step field requesters through major areas of information gathering. This included standard contract header fields, User Defined Field (UDF) data, product data, customer information, contract stakeholders and attachment uploading. Field requesters were now able to draft a contract record without any interaction from contract managers until it was completed. This strategy empowered the field requesters to create contract records with valuable and timely information, thereby streamlining the contract cycle by the time interaction with contract managers was initiated.

The client required a unique template to UDF mapping scenario, as not all the UDFs associated with a contract type were to be displayed to the requester. Unlike a standard contract header which shows all related UDFs, the solution for the client required an intake screen that showed a dynamic subset of UDFs that was still maintainable by non-API programmers.

When the field requester finishes drafting the contract record, the draft contract is automatically assigned to the contract manager who will then receive an email notification. The contract manager would then take over the contract workflow process from there.

Company Name

Professional Staffing Company

Industry Type

Professional Staffing

Business Challenge

- Improve quality of information gathered in the field.
- Reduce the contract cycle time.
- Provide access to more information earlier in the contract cycle process.

Strategy

- Implement Upside Software Suite including UpsideContract and UpsideForms.
- A custom intake screen was built leveraging the UpsideContract APIs.
- Enable field requesters to prepare a draft contract record without contract manager involvement until completed.

The Top Business Benefits

- A superior and industry leading CMS (Contract Management System) product that is fully supported.
- User-friendly custom intake screens that streamline data capture and processing.
- Best-in-class contract management including reduced data-entry and duplication as well as fast, efficient and accurate reporting.
- Ability to provide instantaneous reports that offer a significant advantage in improving the organization's effectiveness on a real time basis.

The Return on Investment

Significant savings will be made on the cycle time of contracts being created (estimates show a reduction of at least 30% from the current time taken). Use of custom intake screens will allow the client a drastic reduction in effort by their field requester teams.

Accuracy and reporting of contract data will be improved as well. It is anticipated that UpsideContract will help the client reduce over 30% of their total contract cycle time and as there's increased usage and adoption, this percentage grows even more.

Interested in UpsideContract?

We'd love to hear from you.

For more details please contact your Upside representative at insidesales@upsidesoft.com

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