

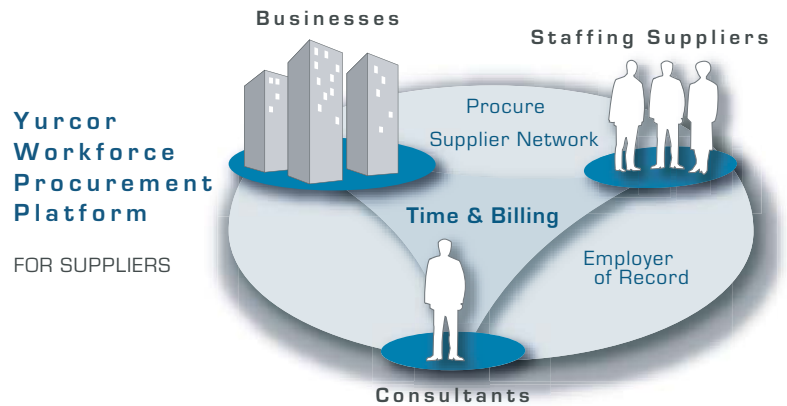


CASE STUDY Posted: June 2004



## Staffing Supplier Case Study

Staffing supplier reduces costs, improves service, and gains a competitive edge with Yurcor's Workforce Procurement Platform.



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# Staffing supplier reduces costs, improves service, and gains a competitive edge using Yurcor's Workforce Procurement Platform

## The Client

The Client is a mid-sized staffing supplier that is a leading value-added broker of professional consultants. They also provide 1099 compliance testing and consultant payrolling services to large and mid-sized businesses.

## The Challenge

The Client was using paper-based systems to process time, expenses, and invoicing. This old-fashioned way of doing business forced their consultants to waste time every week tracking down their supervisors to get time and expenses approved. Consultants then faxed signed timesheets to the Client who entered them into an invoicing system.



The Client was processing time, expenses, and invoicing; and also supporting its consultants manually

The Client then generated invoices to its customers and waited for payment. Meanwhile, the Client had to answer its consultant's regular inquiries about whether their time and expenses had been billed and when they would be getting paid. The process took longer than necessary and the multiple-entry approach allowed the occasional data entry error to be introduced. This was the way staffing back offices have operated since the early 1980s.



## Solution Overview

### Client Profile

Mid-sized staffing supplier that is a leading value-added broker of independent consultants, and also provides consultant payrolling services to large and mid-sized businesses.

### Challenge

Eliminate overhead and delays caused by using paper-based time, expense, and invoicing systems; improve service to clients and consultants; and gain a competitive edge to help win new business.

### Solution

Yurcor's Workforce Procurement Platform makes it easy for consultants to enter time and expenses and for supervisors to approve them. Yurcor's support team provides help at every step of the way.

### Benefits

- Reduced processing costs, delays, and errors by replacing paper-based systems
- Increased volume without increasing overhead
- Increased customer and consultant satisfaction while reducing support costs
- Web-based systems provide a competitive edge that helps them win new business



## The Solution

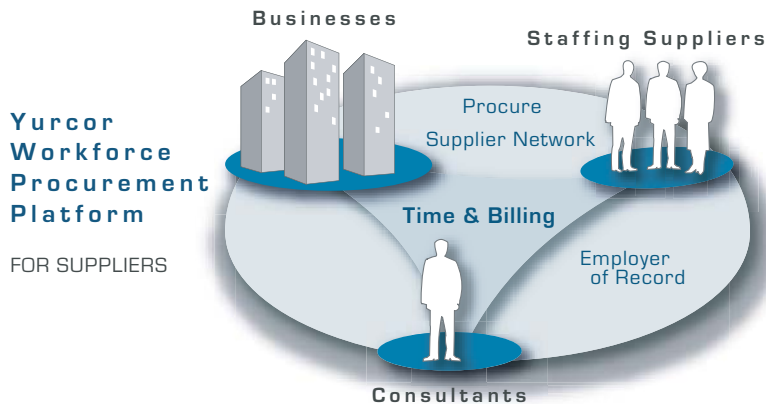
The solution was to implement a co-branded version of the Yurcor Workforce Procurement Platform. Having an integrated online solution makes time, expense, and invoice processing quick and painless. As far as their customers are concerned, they are working with the Client's web-based technology.

Time and expense entry is now very easy. Consultants can enter their time and expenses online at any time, and from any web-enabled device, including cell phones and PDAs. This makes it very convenient for consultants who are traveling.

Getting time and expenses approved takes much less effort. The software notifies supervisors automatically by email and they can approve time and expenses online from anywhere. If supervisors do not respond, Yurcor's support team follows up promptly with the supervisor.

“ We have almost tripled the number of consultants we manage without increasing our back office staff.

Manager ”



The Client now has an integrated web-based system

Invoices are generated promptly and accurately. The system produces customized invoices for the client's customers from the original information entered by the consultant and approved by their supervisor. This eliminates the possibility of error, speeds up processing, and enables the Client's accounting team to work on other important tasks.

When the Client gets paid by its customers, the receivables information is forwarded to Yurcor and then populated in each consultant's account. Payroll information is then exported to the Client's payroll processing system.

The Platform has eliminated a lot of back office support requirements. Instead of calling the Client, consultants can check whether their time and expenses have been approved over the web, and Yurcor's support team is always available to provide additional help. This makes it fast and easy for consultants to get all their questions answered so they can stay focused on their work.

Customers can now analyze their consultant spending. The Platform produces reports that enable the Client's customers to drill down through several levels of detail: from the entire company, to a particular department, to a project, and even to an individual consultant. All the information is consolidated in one place and available online so customers can serve themselves.

The Yurcor Workforce Procurement Platform is hosted web software so there is no need to buy computers or install software. All Yurcor solutions are supported by a dedicated customer service team to ensure that client's business processes run smoothly.

## The Result

The Client has reduced their costs in several ways. They no longer have to help consultants who are having problems getting time and expenses approved by supervisors. They no longer have to commit accounting resources to reconciling and generating invoices. In fact, the Client was able to assign one accounting staff member to other tasks. They no longer have to answer a high volume of consultant inquiries about billing and payment. Overall, the Client has almost tripled their business without increasing their back office staff.

The Client has speeded up their invoicing process and eliminated data entry errors. Now they get paid faster by their customers.

The Client has increased the satisfaction of both their customers and consultants. Customers like the information provided by online reports. It helps them manage their business more efficiently. Consultants like being able to enter time from anywhere, whether they are at home or on the road. They also appreciate being able to answer their own questions about billing and payment. Customer supervisors like being able to approve time and expenses online.

The staffing industry is very competitive and it is often difficult for one vendor to differentiate itself from all the other vendors. Offering a web-based time, expense, and invoicing solution gives the Client a competitive advantage. It helps their customers. It helps their consultants. It helps control their costs. It helps them win new business.



“ When competing for new business, the Yurcor Workforce Procurement Platform gives us more of an edge because we offer an automated solution.

Manager ”



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### **For More Information**

Yurcor can deliver results like these for your business.  
To discuss your requirements, please call  
(888) 464-1951 ext. 216.

### **About Yurcor**

Yurcor ([www.yurcor.com](http://www.yurcor.com)) is a leading provider of software and services for procuring, engaging, and paying consultants. The Yurcor Workforce Procurement Platform is a complete solution for vendor management, procurement, time and expense processing, billing, consultant payrolling, and reporting. The Platform lowers costs, raises productivity, and reduces risk when businesses, staffing suppliers, and independent consultants work together.

### **Headquarters**

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