

Finding the Right IT Partner for Your



Many staffing firms don't have a dedicated IT professional on their team. That often means IT issues and maintenance are left to staffing professionals or other employees who don't have adequate knowledge of technology. Staffing firms also require a variety of technologies within their day-to-day work, and without a qualified IT expert, they're likely to face incompatibility issues, downtime and lost productivity.

The staffing industry has a high employee turnover rate of

352%



CHALLENGES AND FACTS

Imagine that you have a client who needs to fill a role. You have a candidate who looks good on paper but isn't a fit from a cultural perspective. If the client hires the candidate strictly based on their skill set, that person might have low productivity and, eventually, will depart the company. The same principles apply when using technology for business operations; if it's not the right fit, it won't succeed. To understand what technology success looks like for smaller staffing firms, let's look at the unique IT challenges the industry faces:

- According to the American Staffing Association, the staffing industry has a high employee turnover rate of 352%. With so many employees coming and going, onboarding and offboarding employees' technology becomes a time-consuming task. It can also be frustrating if an employee refuses to give a device back or steals precious company data on their way out.
- Bringing on new technology to advance your business is easy; getting your team to adopt it is the hard part. In the Staffing Industry's Greatest Challenges Report, 13% mentioned the objection to adopting new technology as one of their biggest challenges.
- Only 18% of staffing firms agree that they are taking full advantage of their technology and that it is completely adopted. The other 82% are wasting their IT budget on under-utilized resources that aren't moving their business forward.
- Smaller staffing firms often rely on outdated technology and manually perform tasks like printing W-2s or faxing resumes. This costs time and money, which is why 31% said streamlining tasks and automation was one of their top challenges.
- The majority of staffing firms lack the knowledge and skills to properly implement and adopt the technology they need. In fact, 54% said that was their #1 barrier to getting technology initiatives done, according to a survey conducted by Mya.
- Relying on a lot of different technologies to accomplish a job means having a lot of vendors to manage. When an issue arises, it can be a challenge to get the help you need from the right person during the right time frame. It may affect multiple tools, leaving you frustrated as you try to coordinate multiple vendors to work toward a solution.

Most of these challenges can result in downtime and lost productivity for your business. To put it into perspective, for a company with \$20 million in annual revenue and 50 employees, an hour of downtime costs \$9,616 in lost revenue and \$1,358 in lost productivity — plus the costs related to recovery and lost business.

| |
|--|
| \$20M annual revenue / 52 weeks = \$384,616 average weekly revenue |
| \$384,616 / 40 hours per week = \$9,616 average hourly revenue |
| 50 employees * \$36.23/hour total compensation * .75 lost productivity = \$1,358 lost productivity per hour |

13%

pointed to the objection to adopting new technology as one of their biggest challenges



18%

of staffing firms agree that they are taking full advantage of their technology and that it is completely adopted



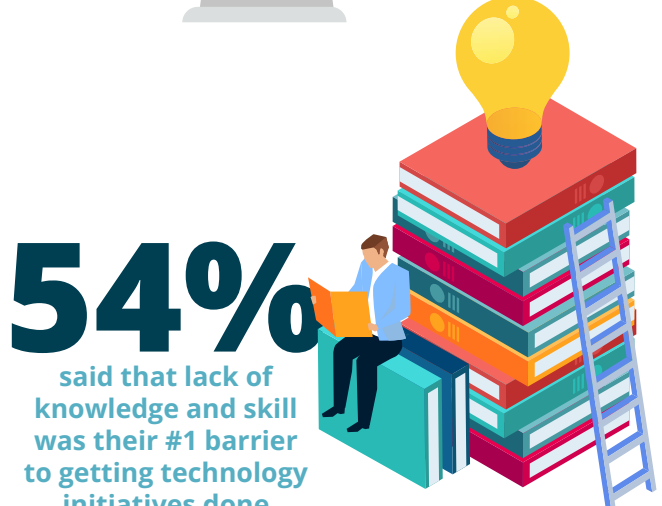
31%

said streamlining tasks and automation was one of small staffing firms' top challenges



54%

said that lack of knowledge and skill was their #1 barrier to getting technology initiatives done



WHY A DIGITAL TRANSFORMATION, NOT JUST A TRANSITION, IS NEEDED

If you've tried to bring new technology into your workplace but never saw full adoption or lasting behavioral change, you've been stuck in a digital transition. What you need is a digital transformation — the complete adoption of new technology across your organization. When you settle for a digital transition, you risk:

- **Downtime.** When your staff experiences downtime, you lose time, money and productivity. Cortavo prevents this headache with cutting-edge technology and robust IT support.
- **Piecemeal Hardware.** Separate, off-the-shelf systems and non-standardized hardware lack interoperability. This complicates and increases the cost of management, troubleshooting, upgrades, training, maintenance and licensing. With us, your infrastructure will be seamlessly integrated and easy to use. Any necessary maintenance or upgrades will be handled, either remotely or onsite, by our team of experts.
- **A Frustrating Hiring Process.** Poorly managed IT systems mean inefficient onboarding of new employees, which can be a major problem for HR departments. We understand that hiring and firing can happen quickly, so we make sure you have everything on time. Your new hire will enjoy a seamless first day with the technology they need to do their job. And for offboarding, we offer strict monitoring and access controls to protect your data and network.



WHAT THE STAFFING INDUSTRY NEEDS

You can experience a total digital transformation with Cortavo. Our goal is your success, and we want to make sure that your staff is getting the most out of their technology. You don't need the stress of juggling multiple vendors and outdated tech. With Cortavo, you'll have a partner in the success of your business.

We are more than just an IT support system (although we are the best resource for all of your IT needs too). We train your employees on how to use your new, up-to-date technology to ensure complete adoption. All of our equipment is set up to your specifications; all you have to do is turn it on and get to work. We even replace broken hardware with overnight advance replacements that come loaded with your backed-up data! We'll manage outside vendors and monitor any issues so you never have to worry about downtime or the hassle of outdated equipment. We'll focus on IT so you can focus on your business.

Staffing companies like yours rely on us as their IT partner because:

- We provide you with predictable spending for your IT budget. With a sound technology infrastructure in place, you are able to fold your costly, manual, and paper-based inefficiencies into a single, flat fee and exchange capital expenses for operating expenses.
- With our cloud-based system, onboarding paperwork such as benefits, payroll and tax forms may be digitized and safely disseminated so that employees can access the information, files, communications and data they need anywhere, anytime. Employees can independently fulfill various tasks within onboarding, thereby unburdening HR and paving the way for nimble staffing automation.
- Cortavo will protect your organization with a robust security stack to help avoid the leakage of sensitive employment paperwork, safeguard compliance, and ensure quick and proactive data protection during offboarding.
- We'll deploy — and more importantly, train your employees on — collaboration software such as Microsoft Teams to help support effective, reliable communication and collaboration to boost your organization's productivity.
- We implement all new, fully compatible systems that are interoperable and easy to manage with your applications.
- Depending on your plan, we give you a complete hardware refresh and evaluate software options related to your business goals so you're always current with the latest technologies.
- You no longer have to manage your vendor relationships; that becomes our job. It's our goal to give you more time in your day and to eliminate communication bottlenecks.
- We help iron out any latency issues with applications such as Paycor, Monday, Qualtrics, etc. When you want to bring on new tools, we'll work with you and your team to make sure the tools are a good fit with your environment and that you'll get your needed ROI.
- We eliminate the need for you to hire IT staff. We provide you with a team of well-rounded IT experts so you can focus on pushing your business forward, not on technology.
- Finally, and most importantly, we provide US-based and certified IT support to our staffing customers 24/7. If something goes wrong, we'll be there to help your team focus on its job, wherever they might be located.

CORTAVO™

To learn more about what all-inclusive technology management can do for your staffing company, check out [Cortavo's offerings](#).

1.866.CORTAVO | cortavo.com