

CASE STUDY:

TEMPS INC

St. Louis, Missouri

Increasing competitiveness was the focus.

For more than 25 years, Temps Inc. has provided world-class permanent, short-term, supplemental, and temp-to-hire placement services, nationwide. "We realized that our goal to be an industry leader was contingent upon modernization of our organization from top to bottom," stated Todd Kane, President/CEO of Temps, Inc. "We shopped for more than four years, and considered both features and pricing. But what really sold us on API Clearview Solutions, was their intimate understanding of our business." For healthcare staffing agencies increasing speed and maximizing efficiencies are the key drivers in placing qualified medical professionals faster than the competition. Through analysis of operations, client demands and missed opportunities, Temp, Inc realized that their growth would be limited without a staffing system and partner.

Allocating time to business development was the goal.

Temps, Inc. specializes in both per diem and travel staffing services to a national list of clients. What they needed was a single solution that could be customized to address efficiencies and maximize opportunities for both business units. API Healthcare Clearview Solutions including clearviewTSS, clearviewRSS and Advanced Travel integrated data and significantly reduced the amount of resources dedicated to performing daily tasks. "Prior to our partnership with API Healthcare Clearview Solutions, we were faced with many challenges, including finding a way to streamline our staffing, payroll, billing, marketing, recruitment and credentialing processes. With Clearview Solutions, we were able to minimize our time in these areas so we could focus on what we do best, staffing," stated Kevin Thieneman, Regional Vice President of Business Development. "Through better utilization of internal resources we have been able to grow our business by selling services versus managing them. We've also been able to refocus our energies on other imperatives such as acquisition initiatives."

Achieving unprecedented growth was the result.

As a small to midsize staffing agency, Temps, Inc. has built its reputation on providing services that met the demand of their clients while also developing personal relationships with a high-touch business culture. Their ability to spend more time managing customer relationships was a direct result of being able to significantly reduced time qualifying candidates through the robust querying capabilities of clearviewTSS. Temps, Inc. was also able to cut their payroll and invoicing process by 70%. And the clearviewTSS Task Manager increased efficiencies and insight through the utilization of journaling capabilities and daily task reminders. "We have been able to increase the productivity of our staff and make them more accountable for performance," continued Todd. "When you look at the time efficiencies created, such as streamlining the on-boarding process by as much as 75%, it is easy to justify the cost of the software. We have recouped our investment many times over as a result of the decision to partner with API Healthcare Clearview Solutions."

AT A GLANCE

Problem: Manual processes and inefficiencies hindered productivity and put them at a competitive disadvantage

Solution: Standardize and streamline operations in keys areas of staffing, payroll, billing, marketing, recruitment and credentialing

Results: Through automation and integration, Temps, Inc. has achieved the highest fill ratios in their company's history resulting in increased revenues

"Simply put....API Clearview Solutions has allowed us to realize our full potential. Specifically, clearviewTSS provided depth to our organization and a framework by which we have been able to exploit opportunities. Being a smaller firm does not mean that we cannot compete with the big boys... we can...and do!"

R. Todd Kane,
President/CEO
Temps, Inc.

