

Your ultimate guide to the new era of staffing

How to evaluate if
your systems are
hindering or helping
your growth



Staffing agencies play a critical role in the workforce.

They help employers and job seekers to support positive economic growth, and they work hard to attract and retain new business.

As staffing demands evolve and advanced technologies like cloud computing and generative artificial intelligence continue to grow, agencies should think critically about how to remain competitive in an already crowded market. The struggle to keep up with workload, navigate talent shortages, maintain data privacy, meet client demands, and stand apart from competition can weigh heavily on employees and on staffing executives that want to make informed decisions.



How to use this guide

This guide explores five key functions of staffing agencies. It includes questions that can help agencies determine whether they still follow traditional approaches to staffing or they've crossed over into an advanced, new era of staffing. After determining where they stand, agencies can explore strategies for using technology to help expedite processes, streamline efficiency, and drive profitability for a more productive approach.

- ▶ **Where does your agency stand?**
Our guide might point to a new way to approach the challenges you're facing.



01

Process efficiency

How do you tackle routine tasks?

In today's staffing ecosystem, repeatable tasks play a fundamental role in day-to-day operations. On a weekly or even daily basis, staffing agencies must:



Close their books



Report financials



Comb through journal entries



Conduct payroll



Close out month-end activities

► How do you approach these routine tasks?

Traditional approach	
<input type="checkbox"/>	Our inputs are done manually and in spreadsheets.
<input type="checkbox"/>	Many tasks are outsourced overseas.
<input type="checkbox"/>	We often struggle to meet client billing preferences.
<input type="checkbox"/>	We use several systems and platforms to juggle bookkeeping, financials, and reporting.

or



New era approach	
<input type="checkbox"/>	We use automation to streamline and schedule repeatable tasks.
<input type="checkbox"/>	All processes take place in house.
<input type="checkbox"/>	The platform we use makes client billing preferences simple with up-front customization.
<input type="checkbox"/>	Our software solution handles frontend and backend operations from a single, streamlined platform.



If you fall in line with the traditional approach...

Ask the following questions:

Does our team struggle with time management and the costs associated with manually inputting all our data?

Do we make human errors that we could avoid?

Does our team deal with time zone differences, communication errors, and language barriers due to overseas outsourcing?

Are our clients unsatisfied with our performance? Do we struggle to keep up with complex client preferences?

Is our turnover high because of low job satisfaction, instability, and disorder resulting from using several disparate systems?

If you answered yes to one or several of these questions, don't worry. These are common pitfalls many staffing agencies face. The good news is that an optimized platform and support from advisers who specialize in your industry can help your team step into the new era of staffing.

02

Dashboard visibility

How does your role depend on universal transparency?

Companywide transparency is key to staffing agency success. Such transparency requires easy access and visibility into historical data that can inform forecasting and lead to strategic decision-making, all of which can help agencies:

Determine monthly liabilities

Lower third-party resource costs

Improve margins

Compare bill rates and pay rates

Explore operating expenses

Understand candidate acquisition costs

Assess placement breakdowns

Look at client profitability

► Which stakeholder are you?

Recruiter

Recruiters use their dashboard to seamlessly enter applicants into the queue and know their status, see which positions are open, and get a detailed look at how many roles they need to fill by which dates.

Sales rep or lead

Sales teams use their dashboard to keep track of key figures, like how many applicants are needed for each open position. The dashboard also helps sales teams accurately communicate updates to clients and monitor progress on their quarterly sales targets.

Manager

Managers can use their customized dashboard to determine if regional sales will affect organizational goals. The dashboard also helps managers determine if enough candidates exist in the system to fill open roles or if they need to hire more recruiters to screen and interview potential candidates.

Executive

Executives use their dashboard to determine the overall health of the organization, how a particular region is performing, or whether more people need training on a particular task to achieve performance goals.

Dashboard visibility has a ripple effect throughout the entire organization and helps keep information timely and relevant so that staffing agencies can make critical decisions with confidence.

If your organization isn't already using dashboards, you might consider exploring a single platform, such as an enterprise resource planning (ERP) solution, that grants full visibility to all stakeholders.

03

Invoicing

How does your agency handle invoicing?

Staffing agencies are responsible for managing client invoicing, employee payroll, expense invoicing, financial reporting, and timesheet submission, each with their own set of unique considerations.

► How do you approach your invoicing?

Traditional approach	
<input type="checkbox"/>	Our invoices are manually entered into a spreadsheet.
<input type="checkbox"/>	Each invoice is customized on a client-by-client basis.
<input type="checkbox"/>	Our billing data is transferred from platform to platform for invoicing and account.
<input type="checkbox"/>	Our accounting software does not integrate with our other systems.

or
▼

New era approach	
<input type="checkbox"/>	Invoices are created automatically.
<input type="checkbox"/>	Client preferences are baked into our invoicing software.
<input type="checkbox"/>	All our data is managed on a single platform to reduce data transfer error.
<input type="checkbox"/>	Our software solution handles frontend and backend operations from a single, streamlined system.



If you fall in line with the traditional approach...

Ask the following questions:

Does our agency experience a high volume of placements and transactions?

Do we have difficulty maintaining data consistency?

Is data movement between platforms creating errors and inaccuracies?

Are we dealing with billing complexities due to client preferences?

Does our team waste time with manual reconciliation?

If you answered yes to any of the above questions, there is an easier way. In the new era of staffing, agencies are gravitating toward ERP solutions to help streamline invoicing and improve accuracy. If your agency is constantly bumping up against such roadblocks, it might be time to consider a single, customizable technology platform.

04

Reporting

What types of reports do you use?

Staffing agencies need the ability to pull a range of reports. Each report plays a pivotal role across departments that helps inform decision-making and facilitate optimal performance.

► Which of the following reports do you rely on?

<input type="checkbox"/>	Risk management
<input type="checkbox"/>	Compliance
<input type="checkbox"/>	Financial performance
<input type="checkbox"/>	Client relationship
<input type="checkbox"/>	Candidate placement
<input type="checkbox"/>	Industry insight
<input type="checkbox"/>	Placement and fill rate
<input type="checkbox"/>	Business efficiency, productivity, and key performance indicator (KPI)
<input type="checkbox"/>	Forecasting and planning

If you check the majority of these boxes, you're not alone. The level of reporting we rely on today is much higher than it was in the past. Reports play a critical role in operations and management through KPI monitoring that leads to valuable insights and informed decision-making.

If you're using a majority of these reports, you may want to explore a comprehensive ERP system built to help staffing agencies stay on top of their data and use reporting to gain a competitive advantage.

05

Time and expense management

How much effort do you exert tracking time and expenses?

Staffing agencies need an accurate and reliable system to track time and expense accrual. This process involves tracking several details, from hours worked and associated expenses to processing payroll and client billing.

Monitoring time and expense management-related tasks can require significant effort. **The following checklist can help agencies determine where they expend effort.**

► **How much effort do you spend on the following?**

Task	Low	Med	High
Time tracking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Client approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invoicing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timesheet collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payroll calculation and reimbursements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verifications and approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Data entry and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial forecasting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Agencies that spend a high level of effort handling most of these time and expense tracking tasks could dedicate efforts elsewhere with a better system. Effective time and expense management can help staffing agencies determine how to strategize and move forward with confidence.

An ERP system built for staffing agencies can help facilitate digital time tracking, automated verifications, payroll calculations, expense management, and real-time insights and reporting that help with margin, sales, forecasting, overall process efficiency, and long-term scalability.



Are you ready to enter the new era of staffing?

- ▶ **The staffing industry is undergoing a transformation – and agencies that don't adopt agile systems and intuitive technology could fall behind.**

Crowe specializes in helping organizations achieve digital transformation by applying intelligent technologies that enhance efficiency and streamline processes, like NetSuite ERP solutions. Even more, Crowe Staffing Accelerator for NetSuite was built specifically to address many of the pressing needs of staffing agencies.

Introducing Crowe Staffing Accelerator for NetSuite

A fully customizable solution on a single platform, Crowe Staffing Accelerator for NetSuite helps agencies tackle their most pressing challenges.



Process efficiencies become **repeatable**



Dashboard visibility becomes **dynamic**



Invoicing becomes **automated**



Reports become **powerful**



Time and expense management becomes **seamless**

Staffing efficiency with new era technology

With Crowe Staffing Accelerator for NetSuite and customized support from our specialists, you can propel your staffing agency into the future with the right tools, technologies, and guidance.



Let's get started.

Hi, I'm Adnan.

I'm here to help you explore NetSuite ERP solutions for staffing and answer any questions you might have. If you're ready to streamline operations, I'm ready to help. Ask me how Crowe Staffing Accelerator for NetSuite can improve your processes.

► Reach out to me at adnan.patel@crowe.com

Reach out to Adnan



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