

CASE STUDY



One database - one integrated solution

Contract Options supply permanent and temporary staff to companies across the UK. The company operates in the areas of industrial & technical, driving & traffic management, catering & hospitality, healthcare and commercial recruitment. They operate from branches in London, The Thames Valley, The West Midlands and The North West.



When Contract Options decided to upgrade their CRM system they chose to opt for the enterpriSe all-in-one software solution.

The all-in one solution combines front and back office functions and because it is based on Microsoft SQL Server it is scalable for potentially unlimited users and database size without affecting performance.

Contract Options stated that this was one of the main benefits for them - just one database that could be used for all their branches.

Essentially, as soon as a booking is registered, be it a client or candidate, all the right information is instantly available to payroll so there's no need to export and re-import any data.

Better personal service

The system also means that Contact Options consultants have instant access to payslips, timesheets and holiday pay - so they can deal with any questions instantly and directly with each temp.

No double entry

Because enterpriSe is unified between front office, CRM and payroll there's no question of having to re-enter information. Likewise there's just one supplier to deal with - so there can be no finger pointing - any issues can be dealt with by just one call.

More business - less cost

Malcolm Stock, Operations Director at Contract Options said:

“We chose enterprise because it was the only software out there that offered a complete solution. Everyone else either did front office CRM or pay and bill. This meant we could take on more business without having to hire more admin staff.”

He continued

“You can see the software was designed by people who understand the needs of recruitment consultants. It handles the temp market requirements well and there's a simple booking process with great visual plans displaying who's working where.”

“We are also very happy with the support and service provided by Intersoftware, they have always responded quickly and listened to us when we have suggested new functionality.”