



# Technology must be a business enabler - that's how it can be a game changer

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**I**n today's recruitment environment technology has to be constantly on the move to keep up with new business pressures and external influences. Two key areas are influencing how technology is developing and how businesses need to operate: pressure to comply and pressure on margins and profits.

## A Big Issue

Increasing legislation – Travel & Subsistence, Pensions auto-enrolment and Real Time Information to name but a few – are all combining to add processes and cost your business money.

In a recent series of road shows we staged with the REC on the new Pensions legislation we found that a big concern was cost – and a need to be assured that any supporting technology being used had to have the ability to automatically (and accurately) charge pension costs individually to each client. So for example; if an employee ended up working at 4 different clients in the space of a week the software would need to accommodate this – and ensure accurate passing on of costs.

Good technology will not only save on administrative time and cost and ensure human error is avoided but make sure you are adhering to legal requirements. There's a lot of extra data to be managed – and it's especially complex if you operate in a temp environment. In practical terms it just cannot be done without the right software.

That software needs to be bang up to date. There should also always be a product "roadmap". The fees you'll be paying should go to support the future development of product you're buying. Software that has no roadmap can be a dreadful waste of money.

If you want to remain competitive and also comply with your responsibilities as an employer, it is crucial that the technology you use is robust enough to minimise administration but flexible enough to change with the rules. It is also key that the provider is working with recognised sector specialists to keep up to date on changes in employment and tax law. That's how they – and you – can stay ahead of the game.

## Joined-up automation

So called "best practice" can only really be upheld through using integrated systems. It's no good any more relying on spread-sheets, paper and what's in the consultants head! Also, it's really important to make sure that your front office and back office functions connect up seamlessly. That doesn't mean that it's obligatory to get both from the same supplier – but it is advisable. Just imagine if something goes wrong – you could end up playing piggy-in-the-middle with two vendors pointing fingers at each other! And

beware bespoke or in-house developments – unless your business is very unorthodox they are expensive and take forever to deliver.

Another advantage of making sure all the functions in the business are properly integrated is that there should be no need for any duplication or double entry. Likewise, the system should be modular so that so that no matter how many offices you have, information can be made available instantly to anybody – anywhere. And don't forget – make sure it's easy for you and your staff to use. There's no point having something that people find too complicated.

So, in addition to all the legal and compliance issues that technology needs to cater for, there's a need for the developer to have a true understanding of the nature of the recruitment business itself. Ultimately technology should give management more control over the business, make staff more efficient and customer and worker relationships become more measurable.

Game changing recruitment technology must be flexible and constantly adapting to business and market forces – but it also needs to be grounded in good provenance and never lose sight of the main raison d'être – the success of your business.

**Intersoftware's "enterprise" all-in-one recruitment agency technology integrates back and front office functions and can also be modular. It has some very specific features and advantages for Temp agencies operating in fast paced high volume and shift environments**

- "enterprise" streamlines processes, reduces costs and assists the bottom line.
- It has a single database ( Microsoft SQL based ) so there is no export between front and back office and unlimited users can be supported
- The elements can work with other systems if required
- It has integrated compliance modules (eg T&S, AWR, Pensions, RTI)
- It supports email and sms modules
- Online Timesheet & Payslip Portals are supported

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