



Resourcing Solutions is a market leading recruitment consultancy in the rail and engineering sectors. Since inception in 1996, the company has evolved from a traditional agency based model, into a solutions-based, consultative service provider working in partnership with clients. Resourcing Solutions has an expansive client

portfolio, supplying commercial and technical staff either as permanent introductions or on contract

The company dominates the specialised niche market sectors in which they operate with an unparalleled list of blue chip clients within the construction, engineering, technical and

professional industries.

This dedicated industry focus has provided steady year-on-year growth for the company, which achieved £28 million turnover in the last financial year.

Their reputation as a leading recruitment partner is based upon a

*'...we selected Tempest as it met all of our requirements, and was by far the most comprehensive pay and billing system on the market'* Nikki Roberts, Financial Accountant for Resourcing Solutions

philosophy of working with clients in a consultative capacity, rather than as a pure supplier of resources. They adopt a highly flexible, proactive and creative approach to the delivery of effective recruitment strategies to meet individual client requirements for senior executives, middle management and technical specialists.

In short, this is why Resourcing Solutions consider themselves to be,

### **'Better and different'**

Resourcing Solutions Financial Accountant is Nikki Roberts and we met up with her to find out more about the Company and its ongoing success.





The Accounts Department currently consists of 11 people and as well as operating the normal functions of a regular accounting department it is also responsible for payroll, HR which includes

**Size:** 80 employees

**Marketplace:** Recruitment

**Modules:** Tempest pay and bill, and STi

**Benefit:** expansion capabilities with existing resource. Released time to focus on important HR issues. Secure and safe from fraud. Solid and reliable in operation. System capability to handle extremely complex Pay and Bill requirement. Department ability to efficiently cope with any given client driven surge in their ongoing personnel requirement.

verifying the required job qualifications, employee and candidate training as well as managing the Companies contracts.

Nikki openly admits that she is extremely well organised, fastidious and has always been driven, almost to a point of obsession by her by now famous 'to do'

lists. Traits that perfectly suit her Accounting, Payroll and HR role and she freely admits it's not all about any given individual saying, "I've got a great team of people who I can rely upon and any success or compliments that come our way is always in no small part down to the dedication and professionalism of the team in performing their

own individual roles."

## Market leading

Resourcing Solutions are market leaders in the rail and engineering sectors and we firstly asked Nikki to expound on some of the reasons which make those niche markets so unique and she said, "Not only can the pay scales and working hours get extremely complicated but there may also be legal requirements that need to be taken into account, ranging from undertaking drug and alcohol testing, to ensuring that candidates have the right accreditations and if necessary, sponsoring the right training.

As you can appreciate some of our workers have a lot of rare skills which means they are very much in demand and can literally spend 3 days here, 2 days there and 2 days elsewhere, all of which adds to the complexity of the overall billing requirement. A large number of our contractors are working in environments where safety is paramount. Where relevant we therefore need to supply them with safety boots, hats and any other specialist clothing that may be specified, so when you take everything into account it certainly is a unique and demanding environment in which to operate."

## Why Safe?

The Company started using Safe Computing Tempest pay and bill in 2001 . Nikki explained why they chose Safe, "We put some specs out there which were also looking to cover CIS, Tempest was the only product that answered all our needs and at that time, there was absolutely nothing in the market to compare. Before Safe we were just using



Excel and a bureau to process our payroll but we were growing very quickly and really needed a dedicated solution that could support our

continued growth."

Nikki went on to say, "We carried out a full market review 2 years ago and selected Tempest as it met all our

requirements and was by far the most comprehensive Pay and Billing system on the market"

### Major benefit

Nikki then went on to explain some of the benefits, "Prior to implementing Tempest, we had to manually input all information, which meant that sometimes we were keying in the same data 3 or 4 times, with the new software we removed this duplication of effort and the operation ran seamlessly. This meant we could expand our capabilities operating with the same

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### Safe, secure and on-line

The next Safe Recruitment system to be installed was STi and on-line timesheets, Nikki explained the thinking behind the choice " One of the driving factors behind the decision was that we could cope much better if we got a major project requirement that required a significant increase in contractors, by offering the on-line service. Another really important factor behind STi was the growing fraud within some sectors of the industry, particularly forged signatures which were becoming a real issue. With Safe's on-line system a client is issued a 4-digit pin number, which only the individual knows because it is automatically generated from the STi Suite, this is then issued to an employee with their own unique password via an automated email, thus making the whole process much more secure and safe." She continued, "We signed the STi contract in December and went live with a small group of clients in April the following year."





## Resourcing Solutions

### Implementation

Nikki was wholly responsible for the implementation phase of the software which of course meant she was also responsible for the overall success or indeed failure of the project, "Safe implemented the STi software in January 2007, which made it challenging as everything was going on as the tax year was ending but we still went live on our chosen date - we just went for it! I did such extensive testing we decided not to parallel run, yet the first timesheets went into payroll as planned with no problems. Although I must admit that I did have a contingency plan in place had it not worked out. I have a few more grey hairs now, but it all worked out fine in the end and the system is now working extremely well.

### Additional benefits

We are now experiencing a number of benefits from the Tempest implementation. A large number of our contractors use the system which means that by taking away the need for manual inputting we have released more time to work on valuable HR related issues." She continued, "It's interesting that we have received such a mixed reaction from our workers. Those who are IT literate are very happy but those that previously have had very little

exposure to IT, such as some of our railway workers, do certainly find it more difficult and need extra support until they get the hang of it. It also means our workers can use their home PC to logon and update their timesheets, which can then go to the client for authorisation. Once authorised the due amount goes through for payment in the first available pay run, which seems to be very popular and works well for our IT literate workers.

### Future

Our aim on STi is to try and get a higher percentage of our existing clients to sign up, although all new clients are automatically signed up to use the system when they join us. It really does make sense as there are so many benefits that can be delivered and also some matters that are beyond all of our control such as the postal strike, which had no impact whatsoever on our STi users."

Nikki firmly believes STi is the future for her and her team saying, "I see no changes to our own department staffing levels,

as long as any new clients that sign up continue to use on-line time sheets, we will be able to concern ourselves more

with customer service and playing our part in continuing to support the companies future growth."