



# Product Overview

Front office and candidate portal

## Introduction

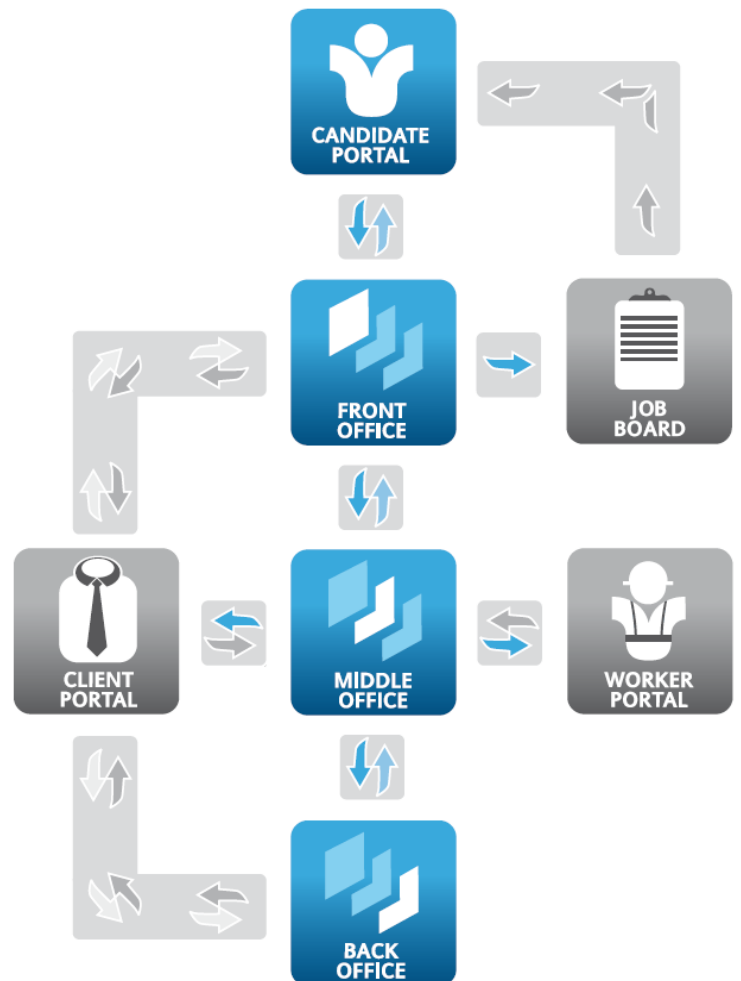
Safe have pioneered many solutions in the staffing market place and our approach to front office and candidate attraction and retention is no different.

### Candidate portal

Our approach to the sales side of staffing businesses is twofold. Firstly we offer solutions around candidate attraction and corporate job boards, which is focussed on boosting brand image, adding on-line services and also reducing some of the admin on the front office consultant side of the process. This is all in the form of our optional candidate portal, which effectively drives the job advertising side of your own web site and allows candidates to apply on line and also communicate with consultants directly via the portal.

### Front Office

Our front office solution is a thin client Microsoft .Net based application, designed to work in the temporary, contractor and permanent staffing sectors. Its design and look and feel make the solution easy to use without compromising on the deep and rich functionality needed. Over the past couple of years we have invested significant time in continuously developing key areas like CRM, social networking integration, search technology and integration to our own back office platform, which helps to drive integrated process flows in our system.





# Product Overview

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## Product functionality

### Front office

#### Functionality

Microsoft .Net based front office solution offering:

- vacancy, candidate and client management
- full range of search and select tools
  - free text search
  - search Google and social network sites from the application
  - skill searches
  - proximity
  - worker availability
  - structured data search
- assignment (booking) management
  - bookings are sent directly to middle office
  - changes to bookings can be managed in the front and middle office
  - consultant work centre to quickly highlight vacancies and available candidates for quick bookings
  - daily and weekly load sheet for temp / contractor planning
  - clients can create vacancies via the client portal
  - rate calculator for modelling rates on a number of factors.
- client and worker relationship management (CRM)
  - web phone based CTi
  - full communication history



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- call planning tools
- e-mail and SMS templates
  
- contract management (including pay and bill rate management)
  - designed to help manage margin and rates in clients
  - facilitates contracts on a national and local job level
  
- canvassing and marketing tools
  - query designer to find key data
  - integration to third party e-mail marketing and e-zine tools
  
- consultant diary, 'to do' and key performance indicators (KPI) monitoring
  - Microsoft Exchange integration for tasks, diaries and e-mails
  - consultant can quickly see key actions via the work centre
  
- configurable permanent and contractor workflows
  - workflows can be across the system, job or client specific
  - workflows can be changed mid process
  
- availability management (daily, hourly, minute based)
  - vacancies and assignments can be based on many different time frames
  
- integrated curriculum vitae (CV) parsing (optional)
  - automatic CV parsing via a monitored e-mail inbox
  - manual parsing
  - parsing via the candidate portal website



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- job board integration
  - broadbean integration
  - push jobs directly from the application without re-keying
- Compliance processing
  - put mandatory steps in processes
  - ensure all key information is captured
  - view data gaps for a candidate
- health and safety information
- bi-directional Tempest integration
- front office integration to Safe credit control, enabling you to control business commitments based on credit information
- integrated Microsoft reporting services reporting

Optional modules to front office that are also available

- on-site time capture
- vendor management functionality



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## Candidate Portal

### Functionality

The candidate portal is the branded web front end to your business. It integrates directly with front office and in many instances will be the initial interaction with your business that a candidate has. This is the case whether that's via the web, or via a self service kiosk in a physical location, such as a branch.

Once a candidate is a 'worker' they still come back to the candidate portal to collect payslips, input timesheets, and request holiday. This gives you the opportunity to keep the sales engagement refreshed, and inform them of more vacancies.

Example functionality:

- allow candidates to search for jobs on the site
- searching is possible by:
  - industry sector
  - job Location
  - keywords
  - proximity
  - job role
- candidates can apply for jobs via your web site and then parse CV's directly into the web site for the candidate to check the parsed data before they get to the consultant
- candidate can regularly come back and update all information you store about them
- consultants can push jobs up to the candidate portal, which are then searchable via web search engines.



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- once registered, candidates can:
  - converse with consultants via a web site in-box
  - see where they are in the application process
  - add to or take away jobs from the jobs basket
  - input timesheets (once assigned)
  - see payslips or remittances (once assigned)
  - recommend Jobs to friends
  - see jobs that he consultant has recommended to them

### Technology used

- MS .Net 3.5
- SQL Server 2008
- integrated Sovren parsing (option to use other parsers)
- Microsoft reporting services