

Sage ACT! | Customer Success



Challenge

Precyse Solutions required an inexpensive way to automate a core business process: the recruitment of health information management professionals.

Solution

ACT! Premium for Web delivers an innovative and powerful applicant tracking system, giving Precyse Solutions much more functionality than the original expectation.

Results

The automated system resulted in a 300%+ productivity gain, with six recruiters now recruiting as many as 1000 new positions per year. Customizing ACT! saved thousands of dollars over applicant tracking software.

Customer

Precyse Solutions

Industry

Health Information Management

Location

Wayne, Pennsylvania

Number of Locations

Two

Number of Employees

700

System

ACT! Premium for Web

Add-On Product

KnowledgeSync

Note: Beginning with the 2011 version, ACT! by Sage is now called Sage ACT!. ACT! by Sage Premium and ACT! by Sage Premium for Web are now called Sage ACT! Premium (including access via Windows® and web).

Flexible ACT! by Sage Premium for Web Delivers Unique Functionality for Precyse Solutions

Precyse Solutions was founded in 1999 to fill a growing need in the health information management industry: helping hospitals and other health care providers find qualified personnel to manage medical records, including medical transcription, coding, and billing. Based in Wayne, Pennsylvania, Precyse Solutions recruits personnel and serves clients nationwide. The company has grown rapidly, and today fills as many as 1000 job requisitions a year.

An Innovative Solution

Precyse Solutions purchased ACT! in 1999 to manage the sales process, but Kim Larrimore, database administrator, quickly realized the software could be put to use in another way: managing the process of finding and placing qualified applicants.

Larrimore began her employment with Precyse Solutions in the company's HR department. Her creativity in adapting the software into an applicant tracking system led to her eventual promotion to database administrator. "I love ACT!, and I find it fun to see how I can get it to do the things we need it to," Larrimore relates.

Flexibility Is Key

The flexibility, configurability, and scalability of the ACT! architecture is at the core of Precyse Solutions' success in adapting ACT! to meet the company's applicant tracking needs. Larrimore has created hundreds of custom fields to capture, track, and report on the data the company needs. To maintain quality and client satisfaction, high-caliber colleagues are essential. A rigorous series of tests are used to evaluate candidates. "All candidates have to be tested and certified to be employed," Larrimore reports, "and we track all that in ACT!." Precyse Solutions uses the To Do functionality of ACT! to notify recruiters that testing is complete. If the applicant did well, then the recruiter sends a To Do to a regional colleague director to conduct the interview. When a candidate has been hired, the ACT! database becomes an HR tracking system.

Managers have a centralized location to store and review information about the people that report to them, with reminders that pop up when a performance appraisal is due.

Real-time Database Access

By 2006, Precyse Solutions had a half-dozen recruiters working remotely all over the country. Each recruiter is able to synchronize their database over the web to create a pool of applicants that now numbers over 12,000. Many other staff members also travel frequently and were synchronizing their laptops too. Because so much company activity was being tracked and managed in ACT!, Larrimore decided it was time to upgrade to ACT! Premium for Web. The upgraded system has made time spent synchronizing data a thing of the past.

After the upgrade, Larrimore took advantage of new features in ACT! Premium for Web to add more capabilities. She uses the Group functionality as a requisition system. She set up a hierarchy with three levels. At the top level are the positions, position titles are the next level, with requisition numbers below that. If someone in the contact database is being considered for a position, she attaches their record to the requisition. Each requisition carries specific experience and credential requirements. A report allows recruiters to quickly find contacts that meet the requirements for the requisition.

Reporting Power

Larrimore enjoys using Crystal Reports® to pull the data Precyse Solutions needs out of ACT! Premium for Web. A Closed Position Report allows management to see how many requisitions were completed within a given period, how long it took to close them, and who filled them. With the combination of the customizable database and powerful reporting, Larrimore feels there is no limit to what ACT! Premium for Web can do. "We looked at specialized applicant tracking systems, and some of them cost over \$100,000," she says. "Our VP of Recruiting had experience with other applicant tracking systems and continually says that our solution, as we have customized it, is the best system she ever used and at a much lower cost," she adds.

Note: Customer is a participant in the Sage Customer Reference Program and may be eligible for participation-based incentives.

About Sage ACT!

Sage ACT! makes it easy for you to have meaningful conversations with customers by giving you an organized view of the people you do business with. Like the millions of individuals in small businesses and sales teams who use Sage ACT!, you'll always be prepared with recent emails, meeting notes, task reminders, and social media profiles, because all of these details live in one place. You can even use Sage ACT! like a sales and marketing assistant to get the right leads, send striking marketing campaigns, and track your overall performance. The bottom line, Sage ACT! takes care of the administrative stuff so you can focus on building long-lasting, profitable business relationships.

About Sage North America

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. Sage North America employs 4,000 people and supports 3.1 million small and midsized business customers. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 13,100 people and supports 6.2 million customers worldwide.

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– Kim Larrimore
Database administrator
Precyse Solutions

Increase Efficiency Companywide

Not only has the ACT! Premium for Web saved money in the initial software investment, it creates efficiencies across the organization. Instead of paperwork being faxed back and forth, everything is directly available in the database, and information flows smoothly by way of email and To Dos. Precyse Solutions has been able to recruit for as many as 1000 positions a year with just six recruiters, compared with approximately 50 a year per recruiter using Precyse Solutions's initial manual system—a productivity increase of more than 300%.

Future Growth

Larrimore is continually looking for new ways to leverage the ACT! Premium for Web software to improve efficiency at Precyse Solutions. Currently she is working on a project to capture data from online skill surveys completed by applicants. KnowledgeSync, a database monitoring software application, will be used to send the data directly into ACT! Premium for Web. "With the ability to customize ACT!, we can always find a way to accomplish our information management needs. It's a flexible solution, and we're able to do amazing things as a result," says Larrimore.