

PEOPLESOFT ENTERPRISE STAFFING FRONT OFFICE



Manage clients, applicants, and orders from a single source

Gain real-time visibility into opportunities and resources

Match the right resources to the right jobs

Success in the staffing industry depends on your ability to continually fill the pipeline with new clients and job orders, recruit the best talent, and effectively match the two. Yet manual, paper-based processes and inadequate, homegrown systems may be getting in the way of your true potential for success. In an industry that relies on speed to find top talent and fill job orders, manual processes and cumbersome legacy systems make it challenging to manage and grow your business profitably.

Oracle’s PeopleSoft Enterprise Staffing Front Office automates the manual, time-consuming aspects of client, applicant, and order management so that you can focus on filling more job orders and growing your business. PeopleSoft Staffing Front Office is:

- Designed specifically for the staffing industry and based on industry best practices.
- Fully integrated to manage both the front and back offices seamlessly.
- Built for scalability and flexibility, a global solution that supports worldwide growth and expansion.

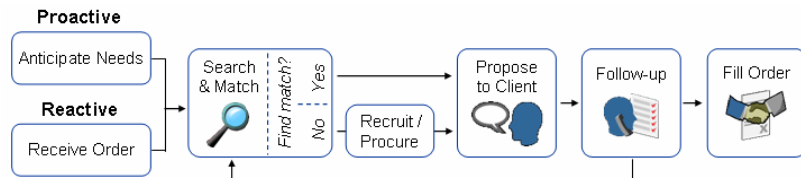


Figure 1. Quickly find the best workers for job openings.

Simplified Workforce Management

Good recruiting means finding, bringing on board, and retaining the best talent. It means quickly identifying the right person for a job without paying fees for skills that already exist in your network. It means being able to source across geographic areas. If you manage multiple pools of resources in disparate databases across various locations, however, you aren’t operating as efficiently as you could be.

- Manage your pool of employees, subcontractors, and applicants in a single, centralized repository while minimizing duplicate entries and stale information.

- Track and update a resource’s skills and availability anytime, anywhere.
- Streamline access to enter employee qualifications.
- Offer applicants the ability to apply online through self-service.
- Share and synchronize competencies, accomplishments, education, and work experience with Oracle’s PeopleSoft Enterprise Human Resources.

Efficient Order Management

Manual processes can be challenging for a single-office company. Yet, for a company that operates in multiple locations, manual processes can become overwhelming. They can significantly inhibit the ability to fill job orders quickly and, ultimately, grow the business. PeopleSoft Staffing Front Office provides a single source for managing and viewing all aspects of your job orders so you’ll no longer need to search through stacks of handwritten job orders to understand your pipeline or track down a recruiter to get the status on an order.

- Capture one or more resource requests per order.
- Immediately determine your ability to fill an order.
- Provide your client with an immediate status of any open order.
- Configure the look and feel of temporary and career orders.
- Streamline data entry by providing defaults for pay and bill rates or salary and placement fees. Capture pay and bill rates and evaluate immediately against target margin.
- Specify bill to and worksite (ship to) customer information for each order.
- Capture assignments with multiple start and end date ranges as well as information regarding assignment extensions and replacements.

The screenshot shows the Oracle Rates application interface. At the top, it displays the Effective Date (07/20/2006), Last Upd User (SAMPLE), and Last Upd DtTm (07/20/2006 2:44:14PM). Below this, there are sections for 'Applies to' (with radio buttons for Bill Rate and Pay Rate), 'Default Rate' (40.00), and 'Target Margin' (23.000). A legend on the right explains the margin status: green for 'Acceptable Margin Achieved', yellow for 'Margin below Normal Levels', and red for 'Unacceptable Margin'. The main part of the interface is a table with columns for Detail No, Rate Element, Description, Pay Rate, Bill Rate, Target Bill Rate, Markup %, Margin %, and Margin Target. The table contains 8 rows of data for various rate elements like NHERG, NHEOT, NHEDT, NAEXP, REG1, and NHEVC.

Detail No	Rate Element	Description	Pay Rate	Bill Rate	Target Bill Rate	Markup %	Margin %	Margin Target
1	NHERG	North Amer Hourly EE Regular	29.33	40.00	36.23	36	23	Acceptable Margin Achieved
2	NHEOT	North Amer Hrly Ee Overtime	44.55	60.00	55.03	35	22	Acceptable Margin Achieved
3	NHEDT	North Amer Hrly Ee Double Time	66.25	80.00	81.84	21	13	Margin below Normal Levels
5	NAEXP	North Amer T&L Expenses		1.050000				
7	REG1	Reg 1	34.85	40.00	43.05	15	9	Unacceptable Margin
8	NHEVC	NA Hrly Ee No Bill Vacation	29.33					

Figure 2. Specify bill rates, pay rates, and commissions to be applied in payroll and billing.

Powerful Search and Match Capabilities

The goal in staffing is not simply to find a resource for a job—it’s to find the best resource for a job. Even with an enviable pipeline of job orders and a top-notch pool

of resources, you may not realize your full potential for profitability if you cannot efficiently and effectively match the two. PeopleSoft Staffing Front Office delivers extensive search and match capabilities that make it easier to find the right person for any job based on skills, location, availability, and billing rate from a single labor pool.

To quickly get to results, PeopleSoft Staffing Front Office provides you with different ways of searching for resources:

- From a job order immediately run a skill match between the requirements and available pool of resources.
- Directly search your labor pool for candidates who possess particular qualifications.
- Search based on anticipated needs of clients among current customers, contacts, and orders for potential new placements - all from a single page.

PeopleSoft Staffing Front Office provides you with many tools to streamline the search experience of your users and achieve high quality matching:

- Group frequently used requirements into qualification profiles, lists, or trees to simplify searches.
- Configure search criteria to default based on information available on the customer, contact, or order when a search is initiated.
- Search on any field in an applicant's record and view the results including fit and availability scores. Review scorecards to see how well candidates meet the criteria.
- Determine the importance of qualifications, preferences, availability, and resume attachments in a search.

The screenshot displays the Oracle Staffing Front Office interface. At the top, there are tabs for 'Qualifications' and 'Other Search Criteria'. Below this is a table with columns: Type, Description, Importance, Years of Work Experience, Proficiency, Major, and Search Also in Resume. Two rows are visible: '1 Competency Microsoft Office' and '2 Competency Desktop Publishing'. Below the table are buttons for 'Profile', 'List', and 'Competency Tree'. A 'Keyword Search' field is present. Further down, there are dropdown menus for 'Resource Group ID', 'Candidates per Page' (set to 10), 'Qualifications' (set to 4 - More important), 'Preferences' (set to 3 - Important), 'Availability' (set to 3 - Important), and 'Resume' (set to 2 - Less Important). A 'Search' button and pagination controls (1 to 6 of 6) are also visible. The main section is titled 'Search Results' and contains a table with columns: Score, Avail., Candidate, Type, Name, Per Status, Status, Phone, City, and State. Six candidates are listed with their respective scores and availability. Below the table are checkboxes for 'Select All', 'Deselect All', 'Add Selected', 'from Search Results', 'from Candidate Overview', and 'from Job Scorecard'. At the bottom, there are buttons for 'Email Candidate', 'Propose Candidate', and 'Add Agenda'.

Figure 3. Notify multiple applicants at once about a job opening or propose several candidates together to a customer.

Proactive Relationship Management

How much time do you and your employees spend each day on administrative tasks such as reminders and to-do lists? These tasks are no doubt important for managing your client accounts, but they also take time away from extending the breadth and depth of your client relationships. PeopleSoft Staffing Front Office streamlines client administration so that you can spend more time developing each client to become a more profitable, long-term business partner.

- Leverage the rich functionality of PeopleSoft Enterprise Financial Management core customer pages to enter new customers, and to edit existing customer information.
- Track competitive information.
- Set up agenda and follow-up items within PeopleSoft Staffing Front Office in response to Staffing events.
- Use templates to quickly generate emails with attachments in a single click instead of manually opening email, writing or copying and pasting recipient addresses and text, and searching for and attaching resumes.
- Empower clients with online self-service tools.

The Complete Solution

Oracle’s PeopleSoft Enterprise Staffing Front Office is one of the core components of Oracle’s PeopleSoft Enterprise for Staffing—an integrated solution that seamlessly manages both the front and back offices to help staffing organizations drive more business, extend client relationships, and streamline operations.

KEY FEATURES

Complete Shared Repository

- Stand-alone or fully integrated with PeopleSoft Pay/Bill Management
- Global, multi-lingual
- Single, integrated picture for reporting and analysis regardless of where operations are located

Simplified Workforce Management

- Applicant, employee, and subcontractor management, including history
- Applicant self-service – apply online
- Evaluate applicants qualifications and competencies
- Manage lengthy recruiting process with large volumes of applicants
- Support for attachment of resumes and other electronic documents in system
- Maintain ex-employee data for archive for compliance
- Manage qualification profiles - capture competencies, school and professional education, licenses and certificates, languages proficiencies, memberships, honors and awards, test results, prior work experience, and references
- Perform recruiting source analysis
- Track worker feedback surveys
- Configurable security

Efficient Order Management

- Configurable temporary and career orders
 - Control look and feel of the order and the information that is captured, including pay and bill rates or salary and placement fees
 - Multiple resource requests (lines) per order
 - Multiple resource assignments per request
- Work Assignments
 - Multiple start and end date ranges
 - Ability to capture weekly work days and times
 - Ability to capture date exceptions
 - Streamlined assignment changes, replacements, and cancellations
 - Differentiate cancelled versus ended assignments
 - View a resource's monthly schedule from the assignment
 - Specify distinct worksite locations, contracts, job codes, target qualifications
 - Capture different types of bill and pay rates for each assignment, including pay and bill, bill-only, pay-only, and markup rates
- Manage candidate and contact events related to an order
- Comprehensive reports for managing orders and work assignments

Powerful Search and Match Capabilities

- Searches
 - Configurable search fields for added flexibility in searches
 - Automatically default values from the order or applicant as search criteria
 - Define how important qualifications, preferences, availability, and resume attachments are in a search or a match
 - Simultaneously search on orders, customers and contacts to find opportunities for applicants
 - Streamlined search criteria entry via lists, trees and qualification profiles
 - Ability to search both on resource qualifications and preferences
 - Ability to specify which fields should be searched against resume attachments versus structured data
 - Ability to designate which criteria are required versus desired
 - Limit scope of search using resource groups
- Matched Candidates
 - Navigate easily between the overviews for qualified candidates
 - View scorecard showing how well a candidate meets search criteria
 - View the resource availability score in the search results
- PeopleMatch, PeopleSearch, and Opportunity Search based on customer, contact or order

Proactive Relationship Management

- Track and view customer and contact history
- Agenda management and history
- Ability to capture multiple customer contacts at the assignment level
- Single-click email creation using templates for merging text and attaching documents
- Automatically record all outbound email from the system to applicants, employees, customers, and contacts for future reference

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