

Spencer Gray

BUSINESS TYPE: Permanent, Temporary, Contract
CONCENTRATION: IT, Engineering & Marketing Staffing
LOCATION: Atlanta, Houston, San Diego & San Francisco
WEBSITE: spencergray.com

IT, Engineering and Marketing Staffing Firm Automates Invoices and Time Tracking to Reduce Consultant Support Calls by 75%

Challenges

- Spencer Gray was struggling with the inflexibility and “one-size fits all” approach of their ADP time collection system
- Spencer Gray has a number of clients who require an e-Sign compliant timesheet attached to each invoice
- Data was being manually keyed throughout the process
- On average, Spencer Gray spent 4 hours a week on hold with ADP support

Solutions

- Bullhorn Back Office auto-generates Invoices with attached timesheets
- Bullhorn Back Office integration with Bullhorn and QuickBooks allows data to flow without hand keying (double entry)
- Bullhorn Back Office provides an industry leading training & implementation program and world-class customer support

Results

Within two weeks: late timesheets decreased by **50%**, time entry related support calls decreased by **75%**, and data entry errors decreased, saving **5-10** hours weekly

- Spencer Gray eliminated the “match & attach” associated with client billing
- Spencer Gray recouped virtually all 4 hours spent on hold by having questions answered quickly



“Bullhorn Back Office has given us the ability to spend more time focusing on growing our business, while putting hundreds of dollars back in my pocket each month!”

— Will Gowin, CEO, Spencer Gray