

SELECSOURCE

STAFFING SERVICES

BUSINESS TYPE: **Perm, Temp, Contract**
CONCENTRATION: **Light Industrial, Tradesmen Solutions, Clerical, Prof. Search**
LOCATION: **North America**
WEBSITE: **www.selecsource.com**



CASE STUDY

How SelecSource Accelerates Payroll and Cuts Down

on Human Error with Bullhorn Peoplenet

CHALLENGES

Clients using their own payroll systems leads to human error and late paychecks.

Founded in 1997, [SelecSource](#) is a North American staffing firm that focuses on light industrial, tradesmen, clerical, and professional search. SelecSource runs roughly half of their business using [Bullhorn Peoplenet](#) time clocks, and has been a customer since 2011.

Before deploying Bullhorn Peoplenet, SelecSource found themselves in the difficult position of manually reconciling timesheet data from a variety of client timekeeping systems, says Jennifer McGilton, SelecSource's Director of Sales. Jennifer explains: "We struggle with when a client has a punch clock and they scan over time sheets that we can't read or aren't totalled—it's very time-consuming. Some clients make spreadsheets from sign-in sheets and every week people get left off, not paid, shorted hours, etcetera. These problems exist in every location where we don't have a Bullhorn Peoplenet time clock now."

Jennifer explains that without an automated system, there's no way to verify an employee's attendance. "When a supervisor can't remember if someone was at work or not, we have no way of confirming that and it puts us in a bind," Jennifer says. "We can't assume all those dollars without billing for them, but we can't bill without somebody verifying that they were there. We're going to do the right thing for the employee, but it puts us in a hard place."

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Further, these payroll errors often result in late payroll, which can damage relationships with clients. "The quickest way to

lose business is to mess up an employee's check or to mess up a client's invoice," Jennifer says.

Since adopting Bullhorn Peoplenet, SelecSource has streamlined their timekeeping processes and found new ways to deliver value to their clients. Automation through Bullhorn Peoplenet means no more physical timesheets, no more struggling to read handwritten timekeeping, and no more manually adding up hours. Where SelecSource previously struggled to verify employee attendance, they now have an electronic record to confirm who was working and when. This means every dollar is accounted for and there's less pressure on managers to verify attendance records. Further, real-time attendance monitoring means that if an employee doesn't show up for their shift, SelecSource can immediately hop on the phone to figure out why. Alternatively, should an employee forget to clock in, SelecSource can always retroactively edit their timesheet.

In recent years, Jennifer has noticed a large increase in the number of clients asking for specific reporting metrics from SelecSource. "For years, people didn't ask us for any data, but in the last six or eight years, businesses are changing—they want and need more information than ever before," Jennifer explains. "A big benefit of Bullhorn Peoplenet has been being able to pull data for our clients without having to tell them, 'oh we can't pull that until after we process payroll,'" Jennifer said.

Jennifer explains that having access to these kinds of reports is vital for the client relationship; "Our clients value the information that we can pull out of the clocks. Different billing, man hour, and accounting reports are helpful for their production meetings and planning for busy seasons," she says. "The key to success is understanding what the client wants as far as reporting and setting up your system accordingly. I like the way you can divide everything up—by department, shift, supervisor, whatever you want—and then pull the reports for your clients," Jennifer says.

Jennifer looks forward to helping her clients transition from their own timekeeping systems to Bullhorn Peoplenet Clocks. She explains, "Once a client stops running a parallel clock to ours, their workload is going to decrease a lot. I can't wait to demonstrate value to the client in that way. I'd definitely encourage someone to move to Bullhorn Peoplenet."

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Jennifer McGilton
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