



inVentiv Resource Solutions (IRS)

inVentiv Resource Solutions is dedicated to leveraging internal centers of excellence and emerging technologies to create client solutions in the areas of human capital and human resources. Their rich portfolio of services allows them to provide clients with state-of-the-art solutions in the areas of Temporary Personnel Staffing, Strategic Global Sourcing, Human Resource Solutions, and Social Networking Solutions.

The Problem:

To ensure a high level of customer service through the rapid placement and management of contract labor, IRS was often forced to turn to supplemental placement agencies to satisfy customer needs. The outsourcing of this labor significantly decreased IRS' profit margins and put an additional strain of FTE hours needed to manage each supplemental contractor and the subsequent billing process for every client.

The Solution:

Staffing Angel On-Demand™ created a solution that allowed IRS the ability to hire outside labor personnel into an in-house pool that could be automatically managed to satisfy respective customer needs for labor placement. Labor personnel such as clerks, secretaries, data management personnel, and consultants could now be rapidly placed with respective customers eliminating and inefficient process of multiple phone calls and e-mails. Once placed, each consultant enters worked hours into Staffing Angel™ reducing the time for payroll reconciliation and client billing.

The Result:

Staffing Angel™ allowed IRS to move from “Outsource” to “Insource” which dramatically increased profit margins and saved millions of dollars annually through a streamlined process. IRS' Mary Robinson, Senior Director of Operations explains:

"It was the software's flexibility and the expertise of the HNS leadership team that made the decision to utilize Staffing Angel™." The biggest strengths of Staffing Angel™ as it relates to our requirements are:

- *Flexibility from customer to customer.*
- *Response time from HNS Software that is quick, personal and solution oriented.*
- *Accurate and real time reporting capabilities."*