PeopleSoft Staffing Front Office

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RELATED PRODUCTS

The following products complete the PeopleSoft Staffing Solution:

- PeopleSoft Pay/Bill Management
- PeopleSoft Projects
- PeopleSoft Contracts
- PeopleSoft Human Resources
- PeopleSoft Time and Labor
- PeopleSoft Payroll

Oracle's PeopleSoft 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 based on industry best practices, fully integrated to manage both the front and back offices seamlessly, and built for scalability and flexibility. A truly global solution that supports worldwide growth and expansion.
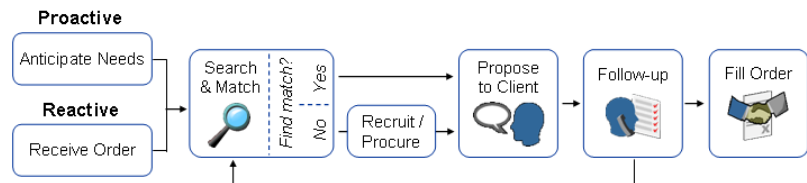

Figure 1. Quickly find the best workers for job openings.

Gain Efficiencies with Configurable Tools and Frameworks

Recruiters and other key staff can leverage a host of configurable new tools, technologies and frameworks focused on providing a highly configurable, simple and actionable user experience coupled with productivity enhancers to drive tangible business results.

Managers, teams and individual recruiters can manage every activity along their business process from the Staffing WorkCenter tailored to fit the user's role giving them quick and easy access to specific content rich data from one location.
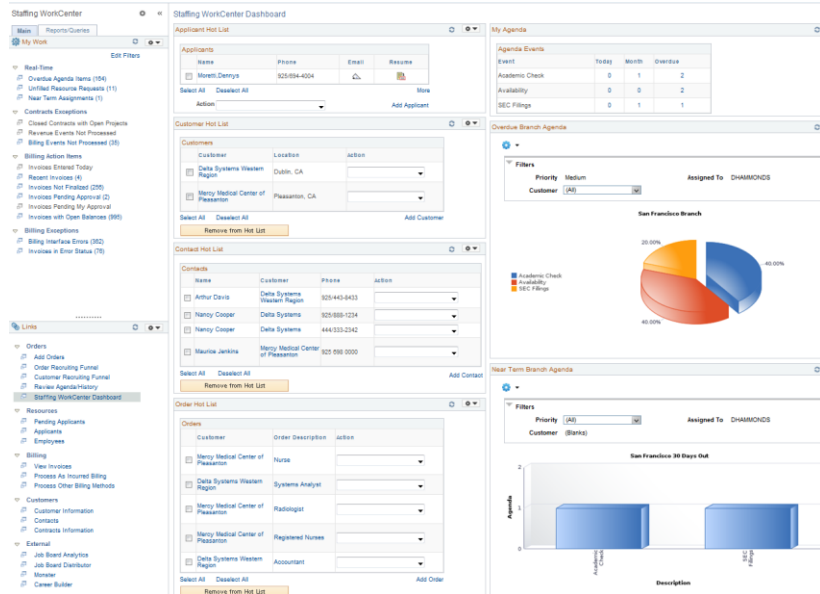
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Figure 2. The Staffing WorkCenter with focus on the Staffing WorkCenter Dashboard including user-configured hot lists and actionable task management analytics.

Users across all roles in the organization can make better business decisions with shared or individualized analytics to deliver user specific content in the area of task management, unfilled job openings and ending assignments.

Staffing companies can exploit the advantages of existing networks, analytics and cost savings of integrating to virtually any job board distribution provider with the new Job Board Distribution Integration Framework increasing exposure to job openings and attracting specialized applicants. In support of increased exposure and incoming applicants, recruiters can receive resumes in nearly any format and by nearly any means, and quickly process them into the system for online applications and profiles with our Resume Parsing Integration Framework (developed to HR-XML industry standards). These two integration frameworks dramatically reduce the manual interaction and effort typically involved in automating the posting of jobs and processing of resumes so recruiters experience a highly productive recruiting process with lower direct and indirect costs.

PeopleSoft Staffing simplifies the entire business process by dramatically reducing repetitive data entry. Our applications take advantage of the power of relational database technology, reducing data entry and maintenance, ensuring consistency, and providing a flexible scheme for modeling your business.

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 and populate profile data for them automatically with Resume Parsing Integration Framework.
- Share and synchronize competencies, accomplishments, education, and work experience with Oracle's PeopleSoft Human Resources.
- Capture typical offline content in your ERP system and populate your ERP with that data upon approval saving time and money while retaining the audit trail leveraging business analyst configurable forms with Forms and Approval Builder.

Streamlined Management of the On Boarding Process

Before a candidate can be assigned to a Resource Request, a series of activities need to be completed as part of the on-boarding process.

Staffing coordinators and recruiters need to be able to view the status of all candidates being considered for an order at a quick glance and make updates as necessary without having to navigate elsewhere in the system. PeopleSoft Staffing Front Office's Recruiting Funnel streamlines essential staffing functions by minimizing menu navigation and providing better visibility into orders with a view by orders, customers or contacts. Quick access to well-organized customer defined data will allow your staff to respond to their customers quickly and accurately to provide quality customer service.

Figure 3. The Recruiting Funnel Customer View streamlines essential staffing functions by minimizing menu navigation and providing better visibility into all on-boarding activities for all orders for a customer.

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.
- Apply mass changes to rates by selecting multiple assignments for rate changes, specifying the new pay and bill rates, and then applying the rates to the assignments.
- Capture and report on master contract information at the customer level and then to default down into temporary orders at the time of entry and then to assignments.

Figure 4. Specify pay rates, bill rates, markup %, maximum bill rate, and maximum markup %, to be updated for selected assignments.

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 inevitable 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 utilizes Oracle's Secure Enterprise Search technology:

- 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.
- Search on keywords within applicant's profile or resume.
- Perform radius searches in support of a candidate's relocation and commute preferences.
- Determine the importance of qualifications, preferences, availability, and resume attachments in a search.

Figure 5. Search and select candidates that fit your needs based on specific criteria and or keywords from within a resume or candidate profile.

Proactive Relationship Management

How much time do you and your employees spend each day on administrative tasks such as daily task list activities, client follow up, applicant follow up?

Leverage the rich functionality of PeopleSoft Financial Management core customer pages to enter new customers, and to edit existing customer information.

- Track competitive information.
- Set up task 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 Staffing Front Office is one of the core components of Oracle's PeopleSoft 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. Please see the Pay/Bill Management datasheet and specific Financials datasheets for more details.

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

- *Business process navigation, workload management and exception based reporting specific to the user delivered within a single Staffing WorkCenter location.*
- *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*
- *Resume Parsing and Job Board Distribution Integration Frameworks*
- *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*

Streamlined Management of the On-boarding Process

- *Support for centralized shared services team structured activity management*
- *Client specific on-boarding configuration to track activities required to be completed before a candidate can be placed on a job*
- *View and update the status of all candidates being considered for an order at a quick glance by order, customer and contact.*
- *Mass update for on-boarding tasks.*
- *Track disqualification information for candidates in support of EEO reporting*

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*

Powerful Search and Match Capabilities

- *Search leveraging Oracle's Secure Enterprise Search technology*
  - » *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 including radius search*
  - » *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 manage priority orders, customers, contacts, applicants and activities for each user or team with hot lists*
- *Track and view customer and contact history*
- *Activity 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*

Online Analytics

Proactive actionable analytics configurable by the user to better manage the following:

- *Unfilled Resource Requests designed to alert users of unfilled job openings and their corresponding margins*
- *Near Term Assignments designed for recruiters to proactively manage candidates nearing the end of their assignment(s)*
- *Overdue Agenda Items designed to make overdue tasks visible to the manager,*

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*
  - » *Open closed assignments to be re-used*
  - » *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*

team or individual user

- *Pending Applicants Aging designed to bring visibility into your pending candidate resource pool*

CONTACT US

For more information about PeopleSoft Staffing Front Office, visit oracle.com/partners or call +1.800.ORACLE1 to speak to an Oracle representative.

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Hardware and Software, Engineered to Work Together

Oracle is committed to developing practices and products that help protect the environment