

Client Success

New SuperbTech practices allow them to utilize SmartSearch software to its fullest capacity.

About SuperbTech

SuperbTech, Inc., is a 21-year-old staffing company in the Relationship Business. Their product is people. They source the best and brightest talent in Engineering, Professional, and Technical disciplines for Client's Staff Augmentation/Contract/Temporary, Direct Hire/Permanent Placement, and Off-site Design/CAD Service Requirements. Their long-standing years in business are a reflection of their technical expertise, tenacity, success, resources, and commitment to delivering staffing solutions to Fortune 500 and 1000, government, and entrepreneurial clients.

Client Challenge

About 7 years ago, a new HR Administrator (now Operations Manager) took a more in-depth look into the company's processes and workflow. Upon reviewing the capabilities of SmartSearch, she quickly realized there is tremendous functionality that can support them with their workflow efficiencies, as well as help them grow their business. Realigning goals and using software that complements their business objectives has helped SuperbTech to become one of the premier staffing agencies in the United States.

Results

Today, SuperbTech recruiters are using SmartSearch to source, place, track hours, and communicate with candidates seamlessly and efficiently, which is a significant improvement over their initial use. For operations, tracking recruiters' activity and productivity is just a keystroke away and the reporting function is very appreciated for its flexible and comprehensive ability to provide the necessary data needed to understand what hiring sources are successful.

The recruiters and administrators at SuperbTech love that the software is user-friendly and intuitive, especially when training new recruiters. SmartSearch is designed to be self-provisioning with "snippets" added throughout the software. In the instance where support is needed, the administrators at SuperbTech report that their experience with customer service and technical support is the best, especially the process for follow-up. As stated by the Operations Manager, "I don't need to chase people down. They are easy to work with and very responsive."