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## Upcoming Events

### Training Classes

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## Industry Resources

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[Staffing Industry Analysts](#)  
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[HR.com](#)  
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## CEO's Commentary

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By [Gregg Dourgarian](#), CEO, TempWorks Software

### 2009 Trends in VMS Software

Staffing firms, whether they have one branch or one thousand, almost unilaterally build their business by emphasizing on a specialty or area of expertise. A hiring manager looking for an interim Controller is unlikely to contact the same firm that he would use to fill fifty product tester positions; likewise, when choosing a Vendor Management system, it's growing increasingly important to analyze not only the bells and whistles offered by a specific vendor's newest release, but rather, by focusing their selection process on how well the application can integrate with their business needs.

As the Dow continues its upward climb and job data continues to indicate that the worst of the recession is now effectively behind us, the competitive landscape of VMS has been left inexorably altered; a holistic look at the industry evidences dramatic changes ahead. With that in mind, we have identified five changes that seem the most prevalent; the ability of a vendor to not only survive, but thrive, may lie in their ability to deal with these emerging issues and adapt their offerings accordingly. While the rest of 2009 and 2010 present dramatic challenges, it also is an exciting time for opportunity and innovation within the industry.

#### 1. Cutting Costs Doesn't Mean Cutting Corners

The trend of businesses to contain costs and lower overhead has been well publicized. Gone are the sweeping layoff stories and earnings calls that proved to be complete misnomers; it seems that rumors of the death of business has been greatly exaggerated.

Even as the economy continues the rocky road to recovery, companies will continue to tighten their belts with the same enthusiasm as Karen Carpenter; as they look to return to the top of the world, almost all are indeed looking down on creation (at least in terms of headcount and expansion of revenue).

While the peak of the recession forced credit crunched and cash strapped businesses to dramatically alter their business plans and revamp their operating models as quickly as possible, firms seem to be taking a more planned, cautious approach towards planning future spend.

Loathe to recreate the circumstances that precipitated these changes, companies are looking for longer term solutions towards trimming their SG&A expenses, ones that can be integrated into their business plans not as a reactionary, but a precautionary measure.

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With an increased emphasis on extended cost control, companies are placing increased scrutiny around the process of vendor selection, and trending certainly suggests an increase in business process outsourcing. As BPO offers the opportunity to eliminate many fixed costs while creating operational and fiscal efficiencies, more and more companies are turning to vendor management solutions that will allow for increased reporting functionality, turn-key style functionality for line managers, and seamless integration with front and back office functions.

While most vendors will be able to offer a product that addresses these solutions, the emphasis on continued savings and tighter controls afforded by VMS means that firms are increasing due diligence.

As a result, price point has, and will continue, to be less of a determining factor than ongoing savings. Originally created as a way to pressure suppliers ("I'll go with you if you're willing to cut 3% off of your current job order,"), staffing vendor management has increasingly become intertwined with corporate governance. As standard operating procedures are altered, and companies increase scrutiny of vendors, sustaining cost savings beyond individual job orders will become key.

In short, the successful staffing vendor management solution will no longer be about being able to be the least expensive, but rather, the best partner for a business. Since the commitment to cut costs is inherent in the RFP process, the best vendors will be able to demonstrate their impact over the long term. The best solution today might not be the cheapest, and as far as staffing vendor management software is concerned, most companies realize the cost of an implementation is far outweighed by the potential cost savings of choosing the correct solution.

With ongoing score cards and 360 degree reviews being put in place to increase vendor accountability, firms are increasing internal accountability as well; this underscores the importance to management of making the right choice, not the most expedient.

Of course, if firms aren't going to be able to come in on price point, they will need other ways to demonstrate their ability to add value for a client.

To be continued.....



# The Reserves Network Creates Bright Spot for the Rust Belt

Despite recession, staffing industry leader The Reserves Network experiences dramatic increase in revenue while keeping workers working; strategic partnership with TempWorks credited with positioning company to increase revenues 200% over the next five years.

Saint Paul, MN (PRWEB) September 14, 2009 -- The recession has not been kind to Cleveland. A longtime leader in the manufacturing and industrial sectors, Northeast Ohio has been particularly hard hit, with the sixth highest unemployment rate in the country. Like the winds whipping in from Lake Erie, the economic downturn has left a chilling path in its wake, with few bright spots on an otherwise bleak horizon.

Fortunately, staffing industry leader The Reserves Network (TRN), headquartered in Fairview Park, OH, has weathered the trend, experiencing the kind of success in 2009 rivaling that of local legend LeBron James. While many of its competitors have experienced dramatic declines in job orders, leading to major layoffs and balance sheets dripping in more red ink than Indians' mascot Chief Wahoo, TRN forecasts approximately a 10% year-to-year growth in revenue, from \$73 million in 2008 to a projected \$80 million in 2009. Of course, this is not only good news for TRN, but also for the hundreds of job seekers they have helped place, ensuring a workforce that keeps working.

It's all par for the course for TRN, which has a 25-year track record of success based on a single, fundamental principle of customer satisfaction, providing unfaltering customer service that keeps its clients coming back, even during the recent economic downturn. It's a recipe that has led to its growth from a single branch office founded in 1983 to a regional powerhouse with 35 offices throughout the Upper Midwest and Southeast.

[Read More](#)



## Why on Earth would you outsource your payroll?

Outsourcing payroll presents a few advantages for small business owners:

- **Cost Savings:** Payroll companies can usually perform computations more efficiently than the average time-strapped small business owner, ultimately saving you both time and money.
- **Expertise:** Payroll firms employ experts - attorneys, CPAs, and researchers - that can help you avoid the costly penalties or fees that can accompany late filings or errors in tax documentation. Payroll companies can also manage employee savings accounts and deferred compensation or employer contribution accounts, such as cafeteria plans, group term life insurance, and health savings accounts - tasks that any business owner knows can be difficult to perform if you choose to go at it alone.
- **Automatic Service:** If you outsource, there's no need to worry about processing payroll when you're traveling, out of the office, or too busy to crunch the numbers. Hiring an online payroll firm makes paycheck processing automatic.
- **Information Management:** Most payroll firms offer reporting functions to help you manage payroll data more efficiently, such as employee/labor cost per job, per project, or per client.
- **Tax Credit Processing:** There are a myriad of tax credits available to employers based on an employee's residential address, criminal background, military service, receipt of TANF (Temporary Assistance for Needy Families) fund and many other factors which can drastically reduce payroll tax burden. These credits are difficult and time-consuming to process and approve, but with a well-managed on-boarding procedure and the help of a professional payroll services firm, the process is made easy.

This service often costs nothing to the employer, who pays the processor based on a percentage of the tax credits generated by the relationship.

- **Relationship Automation:** Using a payroll company with an efficient online employee portal can save your organization much time that would otherwise be spent servicing employee requests for past pay stubs, W-2s, or income verification.

## How Outsourcing Works:

Payroll processing companies will draw employee paychecks either from an existing bank account, or ask you to set up a designated account that they control. Setting up a payroll account requires employee information, such as social security numbers and employment forms (W-4s and I-9s). You'll also need to provide bank information for direct deposit features. Prior to payday, you'll provide information about employee hours worked, commissions, bonuses, or sick days taken. Some payroll firms require you to "call in" employee hours a few days before each payday. Some allow you to enter information online or to set up automatic verification procedures (if you have salaried employees). You will always need to notify the company if pay information changes - for example, when an employee gets a raise.

## Cost:

While payroll costs vary based on the business functions of the employer, nearly all are calculated on a per employee per pay period basis. Employers who pay employees across many states and at lower volumes will pay more per transaction due to cost of filing multiple quarterly tax returns. On the other hand, employers who have a high weekly payroll volume, or only have employees within a tight geographic area, can take advantage of low transactional rates.

## TempWorks Team



### Sarmad Abbas

Sarmad Abbas joined the TempWorks Team in March of 2008 and instantly fit in, with his friendly personality and easy-going manner. As a Support Center Specialist, Sarmad assists clients who are having trouble with the TempWorks system. He also makes minor enhancements to the client systems as needed.



After graduating from the University of Minnesota Mankato with a degree in Computer Engineering, Sarmad went on to become a business analyst at Firstmark Services. During his time there, he wrote and tested business design documents for system enhancements, skills he certainly carried over to his position at TempWorks.

When asked what he likes best about TempWorks, he said, "The laid back yet professional atmosphere and people I work with. I enjoy everyone's willingness to help one another out." When Sarmad is not busy helping out clients, you can find him challenging co-workers to intense games of ping-pong.

Sarmad currently resides in Rosemount, Minnesota with his wife, Mariam. In his spare time, Sarmad likes to play tennis, watch movies, attempt to play the guitar and travel.

Check out TempWorks' Employee Blogs!

Read our [internal employee blogs](#) to find out what is going on at TempWorks!

### TempWorks Employee Travels to Peru to Help those in Need

By Cory Hintz

In a few weeks Brandon Johnson, of the Web Service team here at TempWorks, will be taking a trip.

He isn't planning a car ride down the street, or a plane ride to visit a friend a few states away. Brandon and a group from his church will travel to Peru.

On their journey to Peru they will be traveling by plane, bus, and 8-13 hours by boat.

The group will be building a new church, like the one you see in the picture, in a community which hasn't had one before. They will also be digging a drinking well for the local community (which currently has to walk miles to the nearest drinking facility).

Brandon, I hope you and your team have a great trip. I look forward to hearing more about it. As well as seeing pictures, when you return.

## Support Center



24 / 7

SUPPORT



Our Technical Support Center is available to help customers 24/7!

If you need assistance outside of our regular business hours, our on-call representative will address your needs.

Call TempWorks at 651-452-0366, and select option #2 from the voice menu.



### Way to go Dan Temps! 15 years of success!

The team at Dan Temps knows how to stay ahead of the game during an economic struggle. Trust, strong leadership, partnership development, and technology are what have allowed Dan Temps to thrive throughout their 15 years in business.

Located in Houston, Texas, Dan Temps was founded in 1994 by Bill and Jarrod Daniel, in order to support The Daniel Group's executive search clients. The Daniel Group was founded by Bill Daniel in 1980. Servicing the Accounting, Engineering, IT, Office Support, Skilled Trade and Medical industries, Dan Temps is built upon their mission of "Changing Lives, One Career at a time."

Since 1994, Dan Temps has expanded to serve the Texas market and now has developed a national presence. Setting themselves apart from their competition, Dan Temps offers a one-year replacement guaranty, establishing trust with their clients. Dan Temps has spent many years developing strong relationships with companies within the marketplace and has maintained them during the tough economic times through flexibility, and upholding their values.

Another contributing factor to the success of Dan Temps is their commitment to the latest technology. Dan Temps President Jarrod Daniel states that, "In October of 2006, Dan Temps implemented TempWorks, and, with that change, we have been able to service our clients more effectively and expand our reach to serve their needs." Over the last 15 years, Dan Temps has established the reputation of a family owned business and is recognized in the staffing industry as a company that clients can grow with. Daniel continues, "In order to grow with our clients requests, we have had to be very nimble and flexible in our services. One way we can accomplish this is through TempWorks. TempWorks has offered Dan Temps the ability to create a smooth and efficient recruiting process."

In the future, Dan Temps will continue to grow regionally while they strengthen their ability to service the vertical markets. Daniel states, "This process is dependent upon the people we hire and the tools that we provide to them, such as TempWorks. Our continued investment in our employees is one of the keys to our success."

Congratulations, Dan Temps! TempWorks looks forward to your continued success!

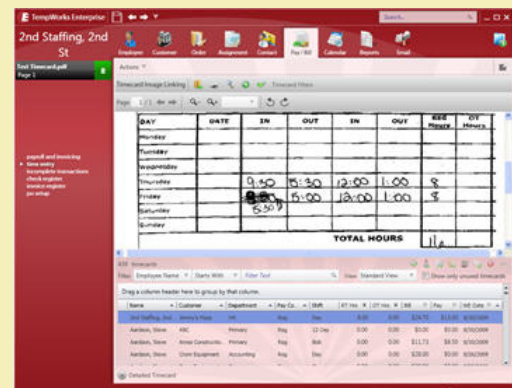
For more information on Dan Temps, please visit [www.dantemps.com](http://www.dantemps.com) or call (713) 932-9313.



### TempWorks Time Card Linking

The development team here at TempWorks recently rolled out the Time Card Linking feature, a Service that can be deployed as a licensed feature to TempWorks Enterprise software customers, as a stand-alone application to staffing industry leaders, or as part of a business outsourcing package managed directly by TempWorks.

With TempWorks Time Card Linking, every invoice has a time card attached to it. An electronic copy is then created and stored in the TempWorks database, saving clients both time and money.



#### TempWorks Time Card Linking

- Save time. An electronic copy of the time card is stored in the database, so staff members don't have to dig to reference time cards.
- Boost Bottom line. Reduce the man-hours required to search for and verify each time card, reducing the burden of the back office to the bottom line.
- Reduce branch-level fraud. Because a copy of the original time card is attached to every single invoice that gets sent out, it can be used to prevent a payroll check from being cut without the presence of an authentic time card.

Call us today at 1-800-452-0366 to find out more, or [email us](mailto:info@tempworks.com).



TempWorks Software incorporated in Minnesota in 1997 and provides large and small staffing clients with solutions and services designed to cut costs, stimulate growth and make them more money through increased efficiency.

Our Enterprise system fully-integrates the front and back-office, and houses: resume parsing, CRM, business intelligence, email, and task planning. Add-on solutions (web portals for clients, employees and applicants, a mobile phone interface, and our Time Clock software) enhance customer service and keep your company at the top.

TempWorks invoice funding and payroll processing services open our clients up to new opportunities and lessen internal burdens. It's our goal to offer clients a complete package of solutions that improves productivity so they can focus on their core business.

From recruiting to payroll and everything in between, TempWorks Software puts technology to work for staffing firms and their clients.

## need more info?

Want More Info On TempWorks?  
Request it Now!

To receive more information on TempWorks products for your staffing company, simply submit a request form online. Click [here](#) to request more info.

## contact

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## Upcoming Events!

[2009 Staffing Industry Analysts Healthcare Staffing Summit](#)

[ASA Staffing World 2009- stay tuned for TempWorks ASA plans!](#)

[Independent Staffing Alliance Fall Meeting](#)

[Onrec Expo 2009](#)