

At my current position I support multiple businesses as their MSP. One of the businesses, a recruiter for welders and other blue-collar professions, is transitioning to using a CRM.

This CRM is used to recruit employees, match candidates with positions, communicate with other companies, payroll, tax documentation. This comes at a shock to the employees at the recruiting agency as they are used to doing business primarily through email. With the implementation of this CRM they can migrate from having different systems for every application/use and consolidate to a single program.

This CRM also replaces their excel document that tracked the status of all candidates and job positions. The document could only be opened by one person at a time and took too long to find information. The CRM allows multiple people to access different information at the same time and work simultaneously.

Their new Information System definitively improves the efficiency of the worker while also giving real time data to managers that can be turned into actionable intel.