The Client

Maximus IT are a specialist ERP and CRM recruitment business. Based in London, they place permanent and contingent staff in the ERP, CRM and E-business sectors, specifically in the fields of Oracle, MS Dynamics, Salesforce.com and SAP. Operating since 2002, they are an Oracle Gold Partner and their staffing solutions are delivered across the UK, Europe and around the globe, including the Middle East and Continental Europe.

The Brief

Maximus IT were using an ageing recruitment system that wasn't fully cloud-based and was struggling to keep up with their maturing business processes. Limited reporting functionality within the system was having a huge and costly impact on the business. With no means of accessing their own data in a meaningful way, they were unable to measure how they were performing as a company and they had no visibility of their sales pipeline. The software no longer supported the way in which they operated. Simple straightforward tasks such as recording Interviews was laborious and time consuming to complete and these over complicated system processes were causing issues with user adoption across the team.

The Solution

In May 2015, Maximus IT took a strategic decision to move to the cloud and re-engineer how they work with modern tools and selected Mercury xRM recruitment software to manage their recruitment processes. Dashboard reporting now provides Maximus with a 360-degree view of the entire recruiting process. They can easily track client and candidate activity, have real-time visibility of contractors out and finishers, and they can forecast performance with pipeline reporting. Their workforce is now fully-mobile, allowing their consultants to spend more time on the road with clients and candidates. Recruitment tasks are now automated, which has meant a decrease in error rates and overall has improved the integrity of their data.

> "The fact that Mercury xRM is 100% cloud-based was a key factor in the decision-making process for us here at Maximus. Our investment in Mercury xRM and Microsoft Office 365 meant we could empower our consultants to become even more responsive to clients and place candidates more quickly with greater success. With Mercury xRM we now have an efficient workflow that complements the way our agency operates. Having no visibility of our data before made it very difficult to manage and improve processes. The new reporting capabilities, gives us granular insight and the value that has brought to us as a business is priceless"
>
> **Alison Mulligan, Head of Training and Development at Maximus**

The Outcome (ROI)

Maximus are well known for the speed and quality of response to their clients and since using Mercury xRM's integrated search capability they are saving over 50% in administration time, allowing them to reach candidates fast and beat competition. The poor reporting functionality of their previous system meant that any specific stats they needed were only available on request and were chargeable. Maximus now have access to standard reports and dashboards but they can also now easily build their own without the need for IT or third parties and this has saved them on average £9,000 a year. The compliance team will soon go-live with online contracts which will be seamlessly integrated to the Mercury xRM platform. This new greener system will reduce compliance risks, speed up their contract administration process and cut costs, and will allow them to release a headcount from that department.

Mercury xRM features

- Full candidate CV parsing with skills, qualifications and experience
- Fully automated candidate registration
- Flexible interface which looks and feels as familiar as Microsoft Office
- Extensive reporting capability
- Personalised dashboards, views and customised workflows
- Searching of all leading online databases, including LinkedIn
- Distribution of job advertisements
- Automated applicant tracking
- Duplicate detection.

Mercury xRM benefits

- Increased recruiter productivity
- Reduced administration costs
- Fast user adoption – look and feel of Microsoft Office
- Cloud-based - no extra support or hardware costs
- Increased compliance and governance controls
- Creation of marketing lists and campaigns
- Fast, easy implementation
- Support with training, data migration and consultancy
- Automated creation and storing of contract documentation.

t: 01675 436 577   **f:** 01675 430 110   **e:** info@mercuryxrm.co.uk   **w:** www.mercuryxrm.co.uk

Registered head office: 2640 Kings Court, The Crescent, Birmingham Business Park, Birmingham, B37 7YE **London office:** 46 New Broad Street, London EC2M 1JH

Registered in England No. 08910193 | VAT No. 189 2940 60