

## Lucid Support Services

*With over 25 years experience, Lucid Support Services are a dynamic recruitment solutions provider.*

*Specialising in temporary and contract IT project staff to the Public and Private sector in multiple disciplines throughout UK and Ireland.*

### The Challenge

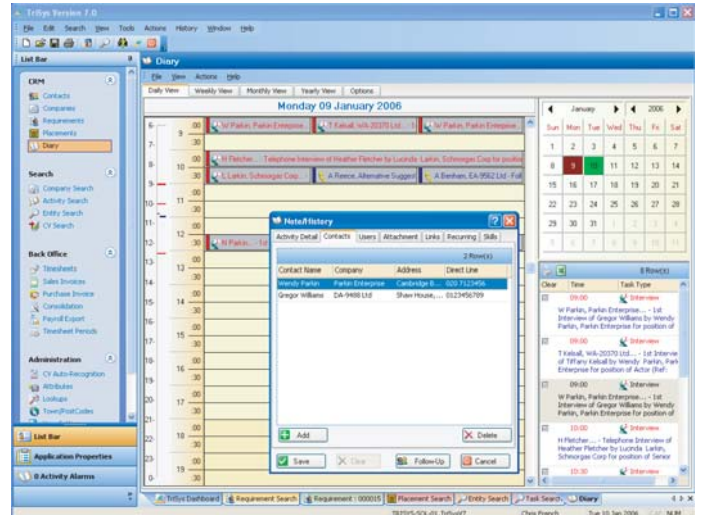
Lucid Support Services were a small start-up company faced with a number of challenges normally inherent in the extremely competitive recruitment sector.

These challenges were wide ranging and required the need for a best-of-breed recruitment CRM solution to manage the full recruitment life-cycle. The software had to provide a quick, effective and targeted search facility. Also important was the challenge of reducing the administrative overhead and manual processes for the recruiters.

By overcoming these challenges it was hoped that sales revenue and profitability would increase dramatically. All this was to be achieved with a low total cost of ownership (TCO) to Lucid Support Services.

*"Without a doubt TriSys has helped our company achieve great results. We value TriSys very highly"*

- Alun Jones , Director  
Lucid Support Services



### The Journey

Lucid Support Services considered a number of recruitment software solutions offering a broad range of functionality at differing costs. Unfortunately, the solutions considered either lacked functionality or provided little added value relative to the initial and ongoing investment costs.

More importantly these solutions weren't easily customisable and proved difficult to integrate with other systems within Lucid Support Services.

TriSys was able to meet all of the challenges outlined and provide excellent ROI at a relatively low investment cost. TriSys also utilised the preferred search technology of Lucid Support Services.

### The Results

TriSys has helped Lucid Support Services achieve the following:

- Instant ROI.
- Great overall results.
- Mundane administrative tasks have been reduced allowing recruiters to focus on developing relationships with candidates and clients.

### About TriSys

Based in Cambridge, UK, TriSys provides software and services to the recruitment industry.

TriSys counts more than 200 clients and 3000 users in 8 countries among its customers. TriSys is powering our clients to exceed their goals, improve productivity, increase revenues and