



Scalable Recruitment Software Solution Significantly Reduces IT and Capital Costs

Overview

Country or Region: United Kingdom

Industry: Professional services

Partner Profile

Since 1994, TriSys Business Software has been a leader in the development of advanced recruitment software for customers around the world. Solutions include on-premise, on-demand, and on-the-move delivery options.

Business Situation

TriSys wanted to develop a delivery option for its recruitment software that would enable small and geographically dispersed agencies to scale without incurring prohibitive costs.

Solution

TriSys developed a fully hosted and managed solution using the software-plus-services approach. Agencies access the solution through a broadband Internet connection from anywhere in the world.

Benefits

- Flexible pricing
- Significant cost savings
- Enhanced scalability
- Eco-friendly
- Optimized security and accessibility

"With TriSys ASP, our customers can eliminate the cost of replacing servers, upgrading software licenses, ... and maintaining IT headcount—all of which adds up to significant ongoing savings."

Garry Lowther, CEO, TriSys Business Software

TriSys Business Software has been at the forefront of technology innovation in the recruitment industry since the early 1990s. The company designs and implements advanced recruitment software systems to help agencies perform IT-related tasks—from front to back office; in Windows®-based and Web-based environments; and for recruitment consultants, customers, and candidates. With the advent of software-plus-services, TriSys saw an opportunity to create new delivery options for its recruitment software. Based on the software-plus-services model and built using Microsoft® technologies, TriSys ASP offers a fully managed, completely integrated desktop and server experience that dramatically reduces IT, hardware, and software licensing costs for customers. Agencies, such as Additional Resources, can save 60 percent on IT expenses, while easily scaling to meet business demand.



“Larger agencies ... can easily save £1,500 per employee per year off their annual IT expenses by opting for our software-plus-services offering.”

Garry Lowther, CEO,
TriSys Business Software

Situation

During times of economic uncertainty, recruitment agencies play an increasingly important role in helping companies effectively vet and procure skilled talent, while also supporting candidates in their search for new employment. Cambridge, England-based TriSys Business Software, a Microsoft® Certified Partner, designs software solutions to help recruitment agencies work with greater efficiency, agility, and profitability. The company strives to develop and deliver the most advanced and functional recruitment software in the world.

When TriSys first emerged in the early 1990s, the process of soliciting and reviewing resumes (also known as curriculum vitae or CVs)—and then matching prospective candidates to open positions—was a manual, time-consuming task. The work of recruiting became somewhat more efficient with the advent of electronic documents and the introduction of text retrieval software programs. “But these products were very document-centric, whereas the world of recruitment is all about people,” says Garry Lowther, CEO of TriSys Business Software. “Recruiters need to search for information beyond what they find in CVs. The early versions of our product solved this challenge by integrating free text searching with database searching so that recruiters could say, ‘I want someone who’s available by this date, wants to work in this location, and lives within a 20-mile radius of this particular city.’ Before TriSys, recruiters simply couldn’t perform this type of multiple query search.”

During its first decade in business, TriSys delivered its solutions using the traditional on-premise deployment model—customers maintained its own local area network (LAN) with their own on-premises servers to run Microsoft SQL Server® data management software, Microsoft Exchange Server 2000 e-mail messaging and collaboration software,

and the Active Directory® service. The TriSys application operated on “fat client” computers (independent of the central server) running multiple versions of the Windows®-based operating system.

This delivery method worked well for large recruitment agencies with the budget to maintain onsite IT infrastructures. But as the work of recruiting became more automated, many small agencies could not afford to maintain their own servers and IT personnel.

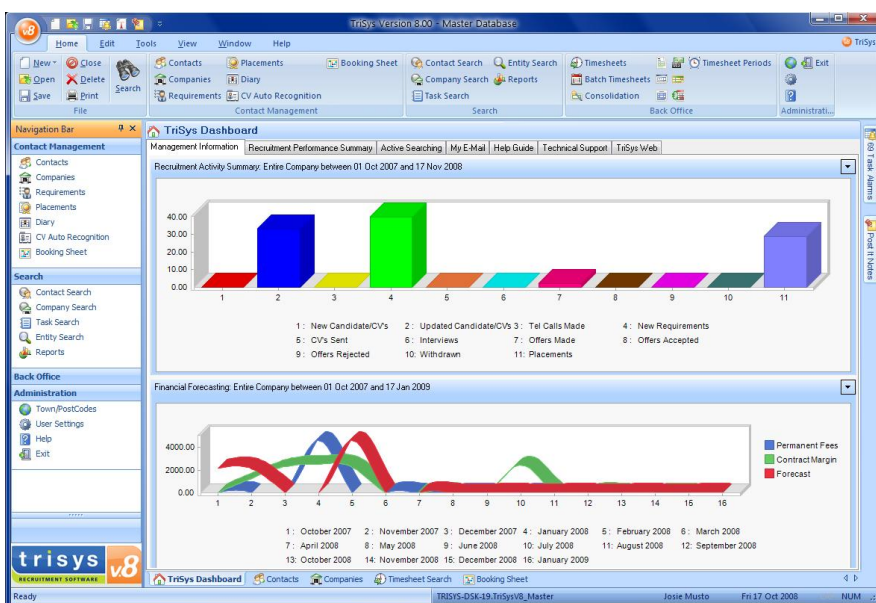
According to a survey conducted by Computer Weekly magazine, there are between 11,500 and 16,000 recruitment companies in the United Kingdom. “No one knows exactly how many agencies there are because recruiting is very much a cottage industry—that is, it attracts people who want to work from their homes,” Lowther says.

Getting started as a one-person operation is relatively simple and affordable—all a new recruiter needs are a few customers, a stack of resumes, a phone, and a computer. But what happens when a home-based recruitment agency decides to expand? How can an independent recruiter scale to meet the needs of an ever-increasing customer base while still retaining the flexibility and cost efficiencies of a home-based business?

Solution

To address these questions, TriSys looked beyond the traditional on-premise deployment model to develop hosted and combined (or hybrid) delivery options. “We started thinking about providing a low-cost virtual office environment for start-up recruitment companies,” says Lowther. “If we could develop a solution that gave these home-based businesses virtual access to the infrastructure that one would normally find in an office environment, then they could grow their businesses while continuing to work from home.”

Figure 1. TriSys Recruitment Software Version 8, Master Database dashboard view. Features include advanced CV auto-recognition and instantaneous CV search, customer relationship management, and integration with job posting Web sites.



In response to this industry need, TriSys developed an on-demand delivery model called TriSys ASP (application service provider). With this software-plus-services approach, customers can download the TriSys ASP client to their computers and connect directly to the solution through a remote desktop protocol (see Figure 1). TriSys hosts and manages the application layer—which includes Microsoft SQL Server 2008, Microsoft Exchange Server 2003, and the 2007 Microsoft Office system—on top of the Windows Server® 2008 operating system. Microsoft Gold Certified Partner DediPower, based in Reading, England, manages the servers and the facilities, providing complete backup and disaster recovery services.

“The TriSys ASP client is what Microsoft calls a smart client,” explains Lowther. “It’s downloadable and installs locally alongside Microsoft Office, but it doesn’t store the data locally. It stores all of our customers’ data remotely ‘in the cloud,’ meaning in our data centers. All of our customers’ information, customized forms and templates, et cetera,

are hosted in the cloud using XML-based Web services. This provides massive benefits for entrepreneurs entering the world of recruitment because they don’t have to procure hardware, software, or IT services.”

One such entrepreneur is Russell Jaques, CEO of Additional Resources. Headquartered in Essex, England, Additional Resources became the first recruitment agency to use TriSys ASP. “I started Additional Resources out of my home in 2002,” Jaques explains. “Based on my research, I knew that the only way to expand our business to include additional home-workers was through an Internet-based software solution. We tried a competitive product, but it was a complete failure because it wasn’t easily scalable. It ran so poorly with three people that I knew it would be disastrous if we tried to support 50 or more. Because TriSys ASP is a hosted solution for which we pay a monthly subscription, we’ve been able to add 60 home-based consultants in six years at a cost of less than £100 per person per month.”

Benefits

TriSys has more than 500 customers—and in excess of 7,000 users—in 12 countries around the world. Currently, more than half of its customers have opted for the on-demand, software-plus-services model, citing recession-resistant subscription pricing, nearly limitless scalability with minimal cost, support of eco-friendly business initiatives, and the ability to work remotely from anywhere in the world.

Flexible Pricing and Significant Cost Savings

From a financial perspective, the software-plus-services model is attractive to both large and small recruitment agencies. “When we talk about TriSys ASP with larger agencies, we focus on the fact that they can easily save around £1,500 per employee per

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Russell Jaques, CEO, Additional Resources

year off their annual IT expenses by opting for our software-plus-services offering,” Lowther says. “With TriSys ASP, our customers can eliminate the cost of replacing servers, upgrading software licenses, supporting outdated legacy systems, and maintaining IT headcount—all of which adds up to significant ongoing savings.”

Another advantage is that customers purchase TriSys ASP on a subscription basis. “We pay a fixed cost per person per month,” says Jaques. “If one of our consultants leaves, then that payment stops. Our costs automatically adjust in tandem with demand and, for a small business owner, this can mean the difference between success and failure. We don’t have investments in hardware, infrastructure, and IT staff that—should there be an economic downturn—would put us in a very difficult position. With TriSys ASP, we have all the benefits of a big IT-operating company with a one-off price per month.”

Enhanced Scalability

Because TriSys hosts and manages the application layer and stores all customer data in its data centers, companies like Additional Resources can easily scale to meet business needs. “When we’re presented with a fantastic opportunity—to recruit for 500 jobs, for example—we’re able to scale up very quickly,” Jaques says. “Adding new recruiters is as simple as downloading either the remote desktop link or the smart client onto their computers. We can expand the business to anywhere in the world as long as there is a broadband connection. Conversely, if business tightens or consultants decide to go another route, we can easily scale down.”

Eco-Friendly

TriSys is committed to creating an environmentally-friendly work atmosphere for customers. By hosting the application layer and consolidating servers in its data

centers, TriSys helps large businesses reduce the amount of hardware that ends up in landfills. In addition, TriSys products and Microsoft solutions, such as the Microsoft Office Outlook® 2007 messaging and collaboration client and Office Word 2007, work together to make paper usage almost obsolete. TriSys ASP makes it easier for “cottage industry” recruitment agencies to operate, which means fewer cars on the road and less carbon emissions in the environment. “Not only do we save money on IT costs and hardware, but our workers also save money on gasoline,” Jaques says.

Optimized Security and Accessibility from Anywhere, Anytime

With the remote desktop link and a broadband Internet connection, users can access TriSys ASP from anywhere in the world. “I think the main benefit is that our consultants log in to TriSys ASP and they’re instantly connected to a one-stop recruitment operation,” says Jaques. “They have everything that the national agencies have at their disposal. And because it’s Internet-based, they can go online from anywhere in the world and work as if they’re at home.”

Lowther adds, “Our customers can access all of their data wherever they are, whether it’s from a mobile phone, an Internet café, the airport, a hotel, or home—the information is always there. And the information is more secure because the data isn’t stored on the device. People can lose their devices, but with TriSys ASP they never lose their data.”

Future-Ready

TriSys has just released a new mobile client for accessing data remotely over wireless third-generation networks. The application runs on Windows Mobile® devices (version 5.0 and higher) and was developed using the Microsoft Visual Studio® Team System 2008

For More Information

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www.microsoft.com/windowsvista

For more information about TriSys Business Software products and services, call +44 (0)1223 393519 or visit the Web site at:

www.trisys.biz

For more information about Additional Resources products and services, call +44 (0)1277 822668 or visit the Web site at:

www.additionalresources.net

Team Suite development system and the Microsoft Silverlight™ browser plug-in.

“TriSys is at the cutting-edge of Microsoft product development, especially with its use of the software-plus-services approach,” says Jaques. “The technology is always moving forward, always improving, and with TriSys ASP we have instant access to the very latest system. We simply couldn’t operate without TriSys and the software-plus-services model.”

Software + Services

Software-plus-services is an industry shift driven by the fast-growing recognition that combining Internet services with client and server software can deliver exciting new opportunities. Microsoft is dedicated to helping individuals and businesses take advantage of these opportunities. By bringing together the best of both software and services, we maximize capabilities, choice, and flexibility for our customers. The broad software-plus-services approach unites multiple industry phenomena including software as a service, service-oriented development, and the Web 2.0 user experience under a common umbrella.

For more information about software-plus-services, go to:

www.microsoft.com/softwareplusservices

Software and Services

- Microsoft Office
- Microsoft Server Product Portfolio
 - Windows Server 2003 Standard, Enterprise
 - Windows Server 2008 Standard, Enterprise
 - Microsoft SQL Server 2005
 - Microsoft SQL Server 2008
 - Microsoft Exchange Server 2003
 - Microsoft Exchange Server 2007
- Microsoft Visual Studio
 - Microsoft Visual Studio Team System 2008 Team Suite
- Windows XP
- Windows Vista
- Windows Mobile 5.0, 6, 6.1
- Technologies
 - Active Directory
 - Internet Information Services 7
 - Microsoft Silverlight 1.1
 - Microsoft Visual Basic
 - Web Services
- Services
 - Software-plus-Services
 - Microsoft Hosted Exchange Continuity