# Integrating Systems To Improve Recruitment Processes

**matrixscm**

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# How Did Our Work With Hackney Start?

In 2017 Matrix SCM were awarded the agency worker contract with Hackney Council following a competition under the YPO Flexible HR Solutions Framework. Matrix SCM have been providing Hackney with a 'Hybrid' managed service solution that has created significant cost savings and streamlined the processes throughout the entire recruitment process.

## How The Journey With Hackney Council Lead To Integrations?

Before Hackney's contract started, Matrix SCM developed CR.Net to offer an integrated technology approach. This means that we can connect with other business critical systems, removing the need for double data entry and manual work by digitally streamlining processes.

Part of our role with clients is to continually improve recruitment processes, to support this digitally we have been developing integrations between CR.Net and other systems our clients use across different departments and teams. Allowing systems to connect and share data by pulling from one and pushing into another. This has helped remove the need for someone to manually enter information into multiple systems.

The journey with Hackney and integrations started during the implementation of CR.Net, we developed their first integration with their onboarding and offboarding system. By linking this system with CR.Net, we automated the steps necessary to prepare a new starter for work with the council. This was the first of many integrations, as once hiring managers at the council were up and running on CR.Net, we started looking into integrating the Cedar E5 Finance system.

From here we have been continually working with the council as a partner, helping them integrate more and more systems to speed up processes.
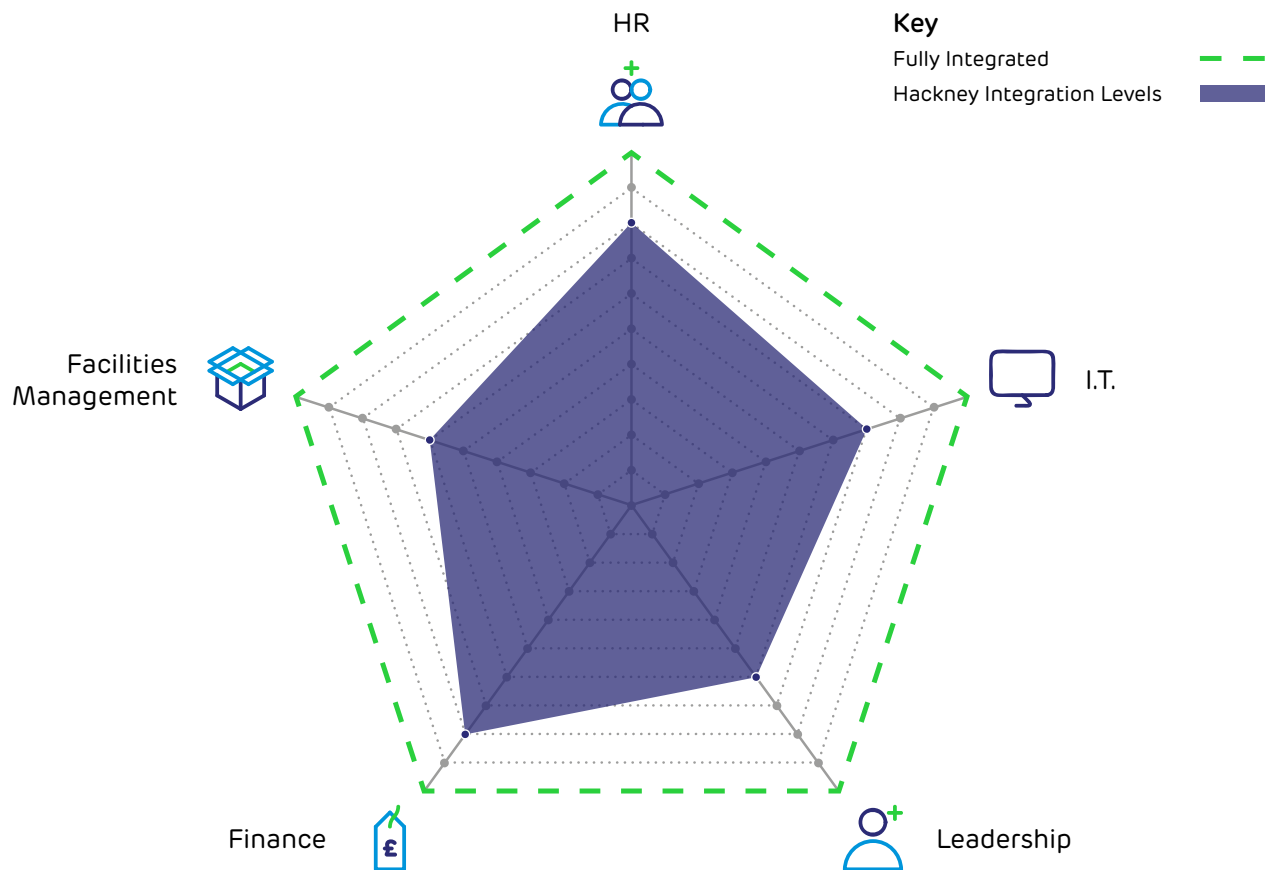
*"We regard Matrix as internal partners and drew on their expert advice. Four months on, Hackney has seen a positive reduction in costs and managers say they are very pleased with the standards of applications."*

— Stuart Thorn, Head of HR Business Partnering, London Borough of Hackney

## Integrated Technology Approach

### Connecting Department's Systems Through CR.Net

We review CR.Net's links to departments through our Integrated Technology Approach's Radar Chart. Looking at a high-level example of Hackney, it shows the strong integrations with the HR iTrent People Management and Finance Cedar Budgeting systems. Whilst also bringing to light areas we can integrate more, like the reporting functionality for the leadership team.

**Key**
Fully Integrated — — —
Hackney Integration Levels ▮

Chart axes: HR, I.T., Leadership, Finance, Facilities Management

### Examples Of Companies We Have Integrated With

CR.Net is built to integrate with any systems or platforms. We have connected CR.Net to all sorts of systems to help with the recruitment process, including but not limited to: Talent Acquisition, ERP, Applicant Tracking Systems, Social Media, Job Boards / Job Sites, and HR Management Systems. Which has led us to work with companies such as:

ORACLE    Linked in

UNIT4 AGRESSO    iTrent    SAP

# What Systems Have We Integrated With?

Matrix SCM work with clients to improve recruitment processes and reduce hiring cost.

One of the ways we do this is through digitalising hiring processes, by sharing data between CR.Net and clients existing systems we can remove the need to input information twice. The goal here is to cut down on manual work, speed up processes, remove potential 'human errors' and provide an easy to review audit process.

Through streamlining processes, we can automate steps that used to be manual. Saving our clients time and money when they are using our software. Hackney Council are a great example of how we have been launching these integrations to digitise their recruitment processes. To give you an idea of the capabilities of CR.Net, we have included some details below of how we have integrated systems and what the Council have experienced:

## HR System, iTrent Integration

### Integrating Management Of People, Pay And Creating Visibility Of Role Creation

Hackney Councils use MHR's iTrent software for HR and Payroll, which allows them to 'manage people and their pay'. With iTrent tracking all staff on site, integrating with CR.Net means that HR can have full visibility on the reasons for role creation. As they can see if the temporary vacancy is to cover someone leaving, or is being created for a brand-new position.
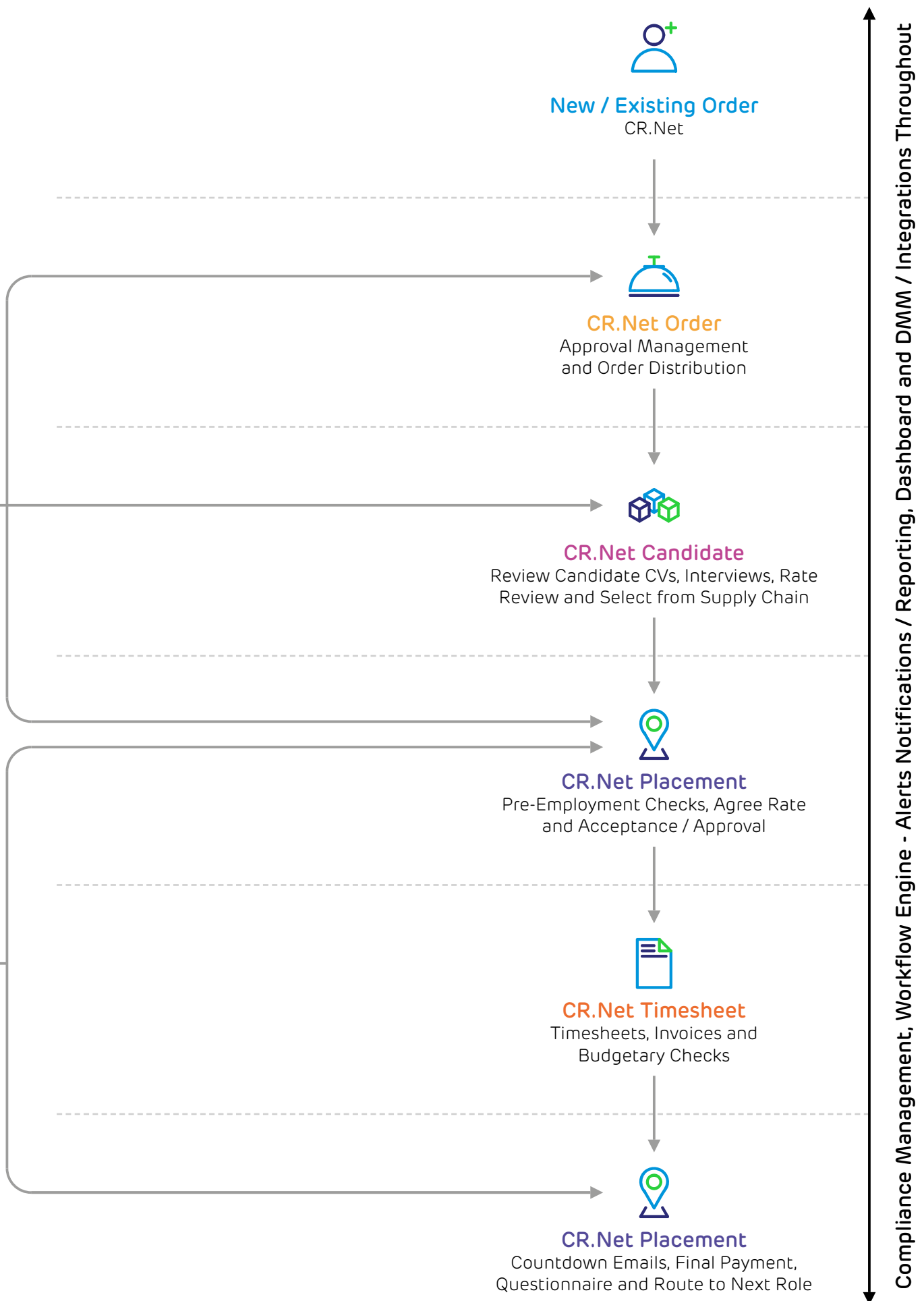
With iTrent sending CR.Net a list of roles that hiring managers can recruit for, CR.Net will only allow these pre-approved positions to be advertised to agencies. This link has created an automated workflow for internal approval and budget sign off for every role that the council recruits for. Saving time, increasing visibility of why managers are hiring, and reducing the amount of off contract spend.

## Onboarding System Integration

### Notifying Departments Of A New Placement And What They Will Need For When They Start

Hackney use iVanti (previously LandDesk) for an onboarding system, this manages the steps to make sure everything is ready for the new starter on their first day from security badges to system logins. Integration with CR.Net has meant that as soon as a placement is confirmed, our workflow process sends notification requests to set-up onboarding. Notifications are automatically sent, removing the need to manually fill in forms and contact relevant departments.

Another element of this is the offboarding, CR.Net will also send automated messages when a placement is made inactive. This will involve different teams involved with offboarding getting notifications to revoke access.

**New / Existing Order**
CR.Net

**CR.Net Order**
Approval Management
and Order Distribution

**CR.Net Candidate**
Review Candidate CVs, Interviews, Rate
Review and Select from Supply Chain

**CR.Net Placement**
Pre-Employment Checks, Agree Rate
and Acceptance / Approval

**CR.Net Timesheet**
Timesheets, Invoices and
Budgetary Checks

**CR.Net Placement**
Countdown Emails, Final Payment,
Questionnaire and Route to Next Role

Compliance Management, Workflow Engine - Alerts Notifications / Reporting, Dashboard and DMM / Integrations Throughout

## Budgeting Approval System, Scheme Of Delegation

### Comparing The Cost Of A New Hire Against Budget And Seeking Approval

Hackney have their own bespoke budgeting system for the Scheme of Delegation, as Matrix SCM's I.T. team can integrate with most systems, we had no problem linking this to CR.Net. With our system tracking temporary hiring spend, the link with their budgeting system means that teams can check if they can afford to recruit a new hire. By collaborating the two systems we have created an automated workflow to ensure that the new hire is within their allocated budget, CR.Net will seek approval to spend money on the hire before releasing the role to recruitment.

Depending on how much budget the department have left and how much is committed will determine who has the authority and will be contacted for sign off. This has given the council full visibility of recruitment spend against budgets, with a full audit trail through daily updates of what's happened and what roles have been approved.

## Finance System Integration

### Automating Invoices And Seeking Budget Approval

To gain budget approval for a new hire, Hackney council use an ERP finance system called Cedar. Before integration hiring managers had to manually log a new job on CR.Net and file for budget approval on Cedar. Now when a new role is logged onto CR.Net, the system automatically emails the Finance team to seek budget approval.
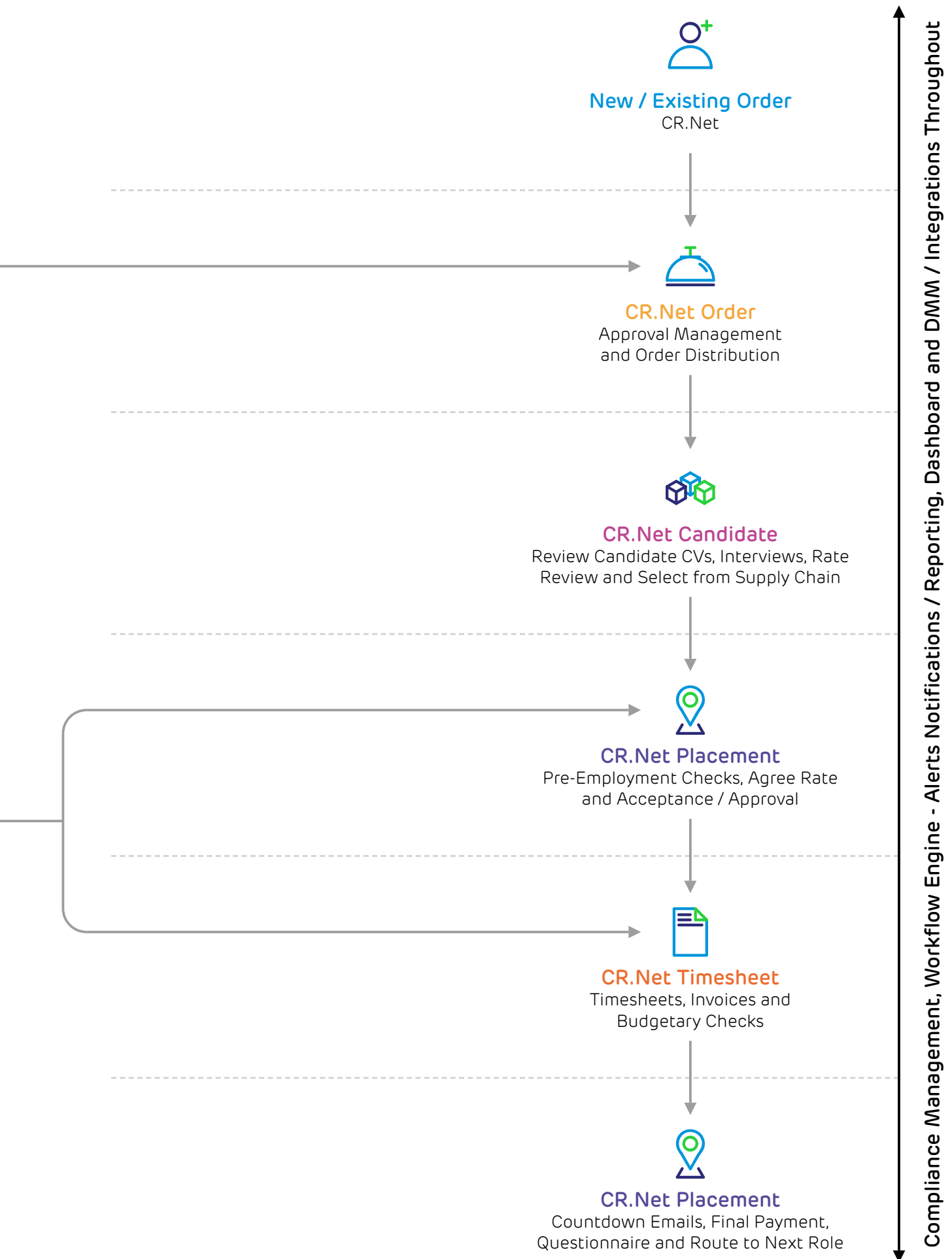
The integration has also helped with other elements of the hiring process, as CR.Net can now push information straight into Cedar. Time has also been saved in the invoicing process, as invoicing goes directly into the system for payment and depending on budgets will be processed automatically.

All these integrations operate under the security of our CR.Net, automating different manual processes to save our clients time and money.

## Continuous Improvement

At Matrix SCM we are always looking to improve recruitment processes.

The integrations we have created so far have worked well, we are now exploring looking at making data more visible. This involves looking at current information through our new BI Reporting tool that shows better visibility of spend and supports further self-service reporting. As well as that we are looking to the future, sending data to help forecasts for next year.

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# How To Digitise And Improve Your Recruitment Processes

To support the development of your recruitment processes, our in-house I.T. team have built CR.Net to integrate efficiently into any system that you may be using. On top of that integrations can be added at any point of the contract, meaning we can launch it at implementation stage, or years into the project to help further improve your recruitment processes.

To digitise and improve your recruitment processes you can reach out to the Matrix SCM team and we can investigate what we can do to help you save time and money. We can support you throughout the project of discovering integration opportunities, to preparing the system for an integration and finally developing and launching it.

Services we offer to help improve your system, discover opportunities for integration and launch a new development:

## Why Are Integrations Important?

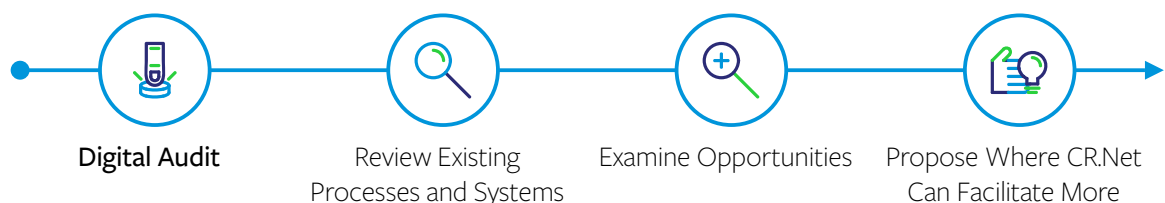Integrations supports you saving time and money, giving you greater visibility and more control.

Cut down on manual work, speed up processes, remove potential 'human errors', and provide an easy to review audit process

Digitalisation and automation are all about making processes easier and lightening workload. Our clients have all seen great benefits from integrations

## How To Identify A Potential Integration?

One of the main driving factors for integrations is reducing the steps organisations take to recruit. To identify potential integrations, you will need to review the steps involved in your recruitment process and see if there are areas for improvement. The Matrix SCM team can help you identify areas for improvement through a 'Digital Audit'.
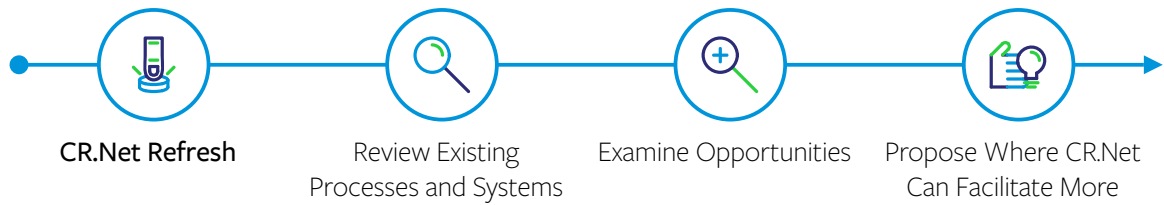
**Digital Audit** → **Review Existing Processes and Systems** → **Examine Opportunities** → **Propose Where CR.Net Can Facilitate More**

## Benefits

o   Work smarter, not harder
o   Reduce risk
o   Save time

## What Do You Need To Do To Prepare For An Integration?

Once you have identified an area where two systems could be integrated, we would highly recommend running a **'CR.Net Refresh'** to ensure that your data and system are running as smoothly as possible.

| CR.Net Refresh | Review Existing Processes and Systems | Examine Opportunities | Propose Where CR.Net Can Facilitate More |
| --- | --- | --- | --- |

## Contact Us To Start Creating An Integration

Have you already identified somewhere you would like to create an integration, or would you like to run an audit to review your processes?

You can start the process right away by getting in touch with a member of the Matrix SCM team.

### Chris Grimes
**Sales Director**
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### David Terry
**Director of Implementations**
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# matrix scm

**Matrix SCM work with clients to improve recruitment processes and reduce hiring costs**

Our market leading system, CR.Net, manages the interaction between the Hiring Manager and recruitment agencies allowing roles to be released to pre-approved agencies within minutes and ensuring all candidates are prequalified, compliant and match your exact requirements.