



## Case Study: **TalentZok**

TalentZok is the nation's premier specialized staffing firm named by San Diego Business Journal as one of the Fastest Growing Companies for six consecutive years. As one of the most innovative staffing firms, the leadership at TalentZok recognizes the need and value for staying current on what's happening in the staffing industry along with what's taking place in their clients' industries. The ability to pivot and change direction quickly makes TalentZok the perfect client for SmartSearch.

Working closely with the SmartSearch technical innovation staff allows TalentZok to take an active role in determining what enhancements and advancements are placed in the production queue. In one such instance, TalentZok requested a change to the configurability of the system to meet their unique business needs. This enhancement aligned with their business processes by providing them with greater efficiency and an easier way to notate calls, texts, and emails to candidates.

### **The SmartSearch solution results:**

- Generated additional revenue by filling jobs more quickly
- Positioned TalentZok with a greater market share over their competition
- Saved time and money that freed up the TalentZok staff to focus on filling more positions and addressing client requests
- Eliminated the need for continuous administrative follow-ups
- Provided TalentZok with a more streamlined and efficient communications process

TalentZok regards SmartSearch as a valued partner who listens well and works with clients in a customer-centric way. They appreciate that the SmartSearch support team is always available to recommend best practices or to help configure the system to best meet the needs of the client.

Likely to recommend: **Yes**