

Client Success Story



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About Staff Matters

Staff Matters is a full-service recruiting and staffing firm that supports the needs and growth of both small businesses and Fortune 500 companies in the areas of Administrative, Light Industrial, Technical, and Professional positions. Staff Matters possesses decades of experience within the staffing industry and has a deep bench of knowledge, strength, and commitment to providing customers with talented employees to help their clients' businesses grow and to help candidates find opportunities that they would generally not have found on their own.

Client Challenge

Staff Matters' leadership team and some recruiters have been a SmartSearch client since 2001 and at two different companies. When shopping for an applicant tracking system (ATS), there was no doubt that SmartSearch was the right choice. Given the volume of candidates placed annually, Staff Matters needs an ATS with a very powerful, easy-to-use, limitless and intuitive search engine that can source candidates quickly and reduce time-to-fill.

Results

SmartSign™
reduced
onboarding
time by over
50%

The ability for Staff Matters' recruiters to collaborate and share folders is a must, along with being able to view everybody's notes, integrate records and various documents, and automatically capture all email correspondence, to meet regulatory compliance.

Likely to
recommend:
Yes

Also noted, the SmartSearch system allows the sales team to work in the CRM and ATS with greater efficiency, as these two sides of the software are integrated to provide seamless navigation and functionality in managing the business of recruiting and sales.

Over the past 18 years, Staff Matters has come to rely on the flexibility and configurability of the SmartSearch software. The responsiveness and agility for end-user Administrators to reconfigure dashboards, HireTraks, automated tasks, and folders is a big plus for Staff Matters.