

# Our Solution for Contract Services

Deliver an outstanding customer experience that drives repeat business

Contract services organizations face increasing competition, high turnover, razor-thin margins, and mounting client expectations. That's why it's more important than ever to hire quality, reliable workers, deploy them effectively, keep them engaged, and optimize their performance to meet service level agreements, control costs, and earn high client satisfaction.

In your business, time really is money. Accurately accounting for all hours worked can make the difference between turning a profit and losing money on a contract. And when a worker is absent, identifying and deploying a best-fit, best-cost replacement — fast — is critical to avoid penalties and maintain strong client relationships.

Our solution for Contract Services provides the automated tools and real-time visibility you need to manage labor costs to budget, optimize worker performance, and better understand the cost of delivering service. In turn, you can bid more profitable business to clients and deliver the kind of service that keeps them coming back. With instant insight into worker time, attendance, and performance, you can boost productivity, minimize overtime, and make quick adjustments to meet customer agreements.



## Key Benefits

- » **GET ACCURATE COSTING** for more profitable bids, satisfied customers, and repeat business
  - » **HIRE QUALIFIED, RELIABLE WORKERS** quickly and pay them accurately for time worked
  - » **REDUCE TIME TO INVOICE** and increase billing accuracy for improved cash flow
  - » **DEPLOY BEST-FIT, BEST-COST WORKERS** for the job and identify replacement workers quickly
  - » **MONITOR PERFORMANCE** of dispersed workers to meet service level agreements and protect razor-thin margins
  - » **MINIMIZE COMPLIANCE RISK** with automated attestation and enforcement of work and pay rules
  - » **GAIN REAL-TIME VISIBILITY** into your workforce — across all client locations — from a centralized solution
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