



## WORKING WITH YOU

The Swiftpro implementation process is designed to successfully guide you through the adoption and deployment of CVPlus Visual advanced recruitment software as quickly and smoothly as possible.



## UNDERSTANDING YOUR BUSINESS

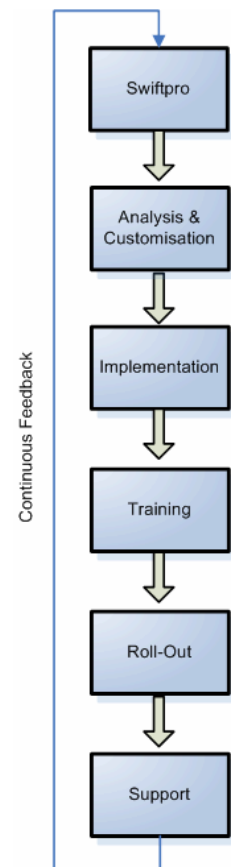
In order for Swiftpro to help you fully realize the potential of CVPlus Visual recruitment software, and maximize your return on investment, our business process consultants must first gain a thorough understanding of how your business operates. This is achieved through consultation with your management team and various user groups. Next, we prepare a definitive business process document, establishing all key deliverables, training needs and deadlines. Ultimately, our business process consultant will provide you with a solution that meets your precise business needs, on time and within budget.

## CUSTOMISATION

Inherently flexible, CVPlus Visual is easily customised should the need be identified during the evaluation of your business requirements. However, most new clients find that our standard configuration is all they require. Following training, customization can be carried out by your own systems manager or Swiftpro should your needs change. Items include:

- **Keywords** used in all searches can be added, deleted and modified for clients, applicants and jobs.
- **Standard email, letter and fax** document templates can be added, edited and replaced as required.
- **Drop lists** that allow you to quickly complete forms on the system can have items added, deleted and modified.
- **User Profiles** designate the level and limit of access any one person has to your system. Your systems manager can add, delete and modify access protocols and security measures as necessary.

Swiftpro provides specially designed training to ensure that your systems manager can maintain the system at optimum performance, and work with our technical support team to resolve issues quickly and efficiently.

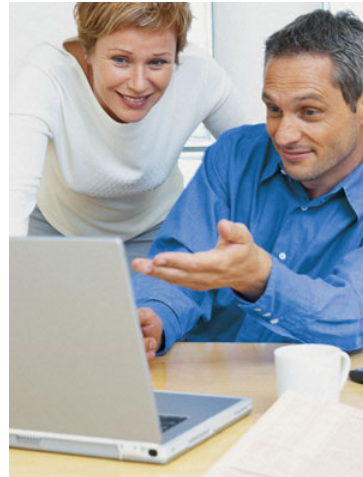




## IMPLEMENTATION

Swiftpro understands the unique competitive pressures faced by recruiters today, which is why CVPlus Visual implementation is conducted in a fast, efficient, collaborative and structured manner. Experience has taught us that lengthy implementations tend to reduce productivity and compromise service delivery. Rapid, well coordinated implementations, structured to meet your specific business needs and timetable, ensure minimal disruption, no loss of productivity and a faster return on your investment.

At Swiftpro we believe that our job goes beyond simply installing software. To ensure that CVPlus Visual adds value to your business every consultant must be capable of using the application to maximum effect.



### CVPlus Visual Training Timetable

#### Session 1

- Introduction to CVPlus Visual
- Applicants Module (How to create new Applicant with CV attached)
- Clients Module (How to create a new client record)
- History Notes

#### Session 2

- Permanent & Contract Vacancies
- Search
- Match
- Shortlists
- Reports
- Temp/ Contract Assignments Panel
- Contracts Explorer
- CVSent/ Interviews Panel
- Interviews Explorer
- Diary

## TRAINING

Once we are ready to deploy CVPlus Visual across your business network, our experienced trainers will hold onsite or offsite training sessions, tailored to meet the specific needs of your various user groups. Experience based training, using real-life scenarios that reflect your area of recruitment and business operations offers users a number of benefits.

New users quickly gain confidence from this training approach while learning how to gain maximum benefit from every CVPlus Visual feature.

We can even bring your existing data into the training session so that trainees can work with familiar client, job and applicant information prior to installing the latest version of CVPlus Visual.

#### **Training options available**

- Consultants
- Systems manager
- Super user – training trainers
- Senior consultant/manager





## CONTINUOUS SUPPORT

CVPlus Visual technical support is provided by e-mail, telephone, remote online access to your system, and on-site visits when necessary.

Our courteous, professionally trained staff appreciate the competitive pressures faced by recruiters and do everything possible to resolve issues rapidly. 91% of all support calls are resolved immediately or a solution identified. The remainder are resolved within 3 hours.

Swiftpro provides detailed, jargon free user guides and technical manuals plus you will find comprehensive help within the application.



## WORKING IN PARTNERSHIP TO ACHIEVE YOUR GOALS

Swiftpro understands that the successful implementation of CVPlus Visual depends as much on understanding your business goals, processes and your peoples' needs as it does on the software.

Swiftpro brings these elements together and successfully manages them to ensure you realize immediate business benefits, and a healthy return on investment.

## FOR MORE INFORMATION

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