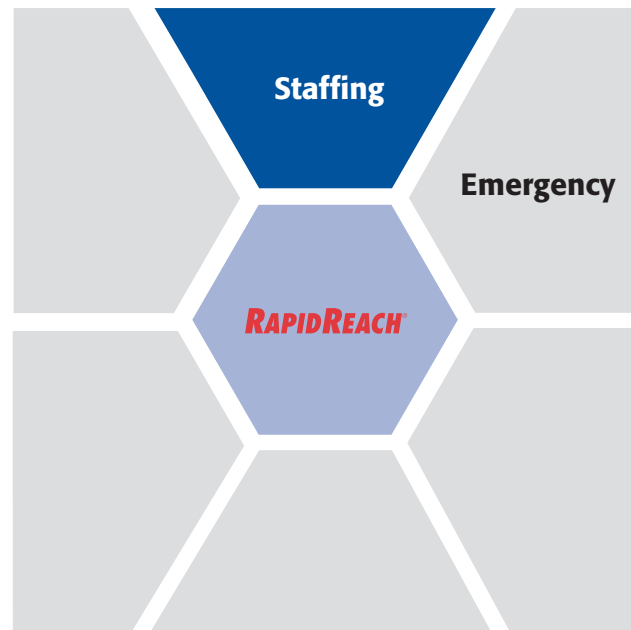


Preliminary

RAPIDREACH®

Staffing Service



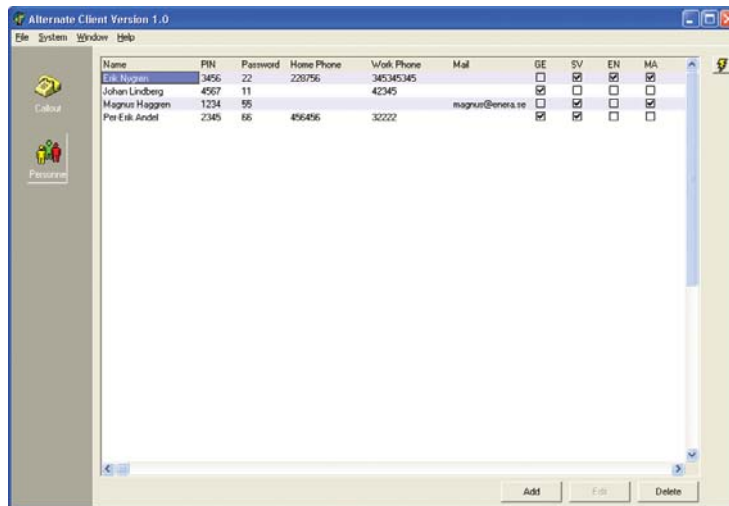
Let RapidReach call in your replacement personnel



Finding suitable substitutes when regular staff are unavailable can be both time-consuming and stressful. RapidReach Staffing handles all the dialling and searching when extra staff are needed for schools, hospitals, elderly care, hotels, restaurants...

What is RapidReach Staffing Service?

RapidReach Staffing is a PC-based notification tool that increases efficiency in situations where you need to contact many people quickly. When your regular staff call in sick, or are absent for other reasons, you often end up in situations where you need to find substitutes with a minimum amount of time at your disposal. By handling your call-outs RapidReach speeds up the communication process and relieves your staff from repetitive manual dialling and inquiring. This leads to significant time-saving, and the administrator can concentrate on other important tasks, such as talking to the people who have accepted the call-outs. Manual calling is not only time-consuming and stressful, but dealing with the negative responses you encounter when making these types of calls can be both tedious and discouraging. With RapidReach Staffing this is dealt with automatically. In addition, RapidReach Staffing registers every call in a call-out, which facilitates follow-up and report writing.



How does it work?

RapidReach Staffing is a Service application that does not require any installation of hardware. To access it all you have to do is install client software locally on your computer. The user interface of RapidReach Staffing is simple and easy to use. You enter names and telephone numbers of the people on your substitute lists, and specify skills and priority. At the time of the call-out required skills or positions are defined, and appropriate messages are recorded. When the call-out has been activated RapidReach contacts the people you have defined according to priority. If a person replies, the pre-recorded message is played and the person can accept or decline by following the instructions. If a person does not reply, RapidReach calls the next person on the list.

All activities can be monitored by the system administrator during an on-going call-out. The progress is shown in tables presenting the calls in different colours. Red represents an unsuccessful call, yellow a call in progress, and green a successful call, i.e. a person has accepted and a position has been filled. When the required number of substitutes have accepted, the call-out stops. The results are logged in the RapidReach Staffing database to facilitate follow-up, report writing, and analysis of statistical data. All data is kept locally in the client. Only a small amount of encrypted information is temporarily transferred to the RapidReach server during a call-out.

RapidReach Staffing Service:

- Allows an unlimited number of individuals in the database
- Allows an unlimited number of positions in the database
- Contact details are updated by the user
- Skill profiles are defined by the user
- Response options are defined by the user
- When there is no answer RapidReach calls the next person on the list
- When a line is busy RapidReach re-dials a user-defined number of times at a user-defined interval
- RapidReach calls the next person if a respondent declines
- Facilitates follow-up of results, and analysis of statistical data
- Locally stored data

