Pre-employ.com has been able to recognize over $100,000 in savings

Pre employ

"When we decided to revert back to traditional customer service model, SkyVisualEditor allowed us to transition the Salesforce pages to meet our needs almost instantly. Without SkyVisualEditor, we wouldn't have been able to respond, engage, or satisfy our customers as quickly as we did. Within days of Pre-employ purchasing SkyVisualEditor, our teams had deployed several pages."

- Joe McKenna, Chief Marketing Officer

Cost Savings

Pre-employ.com is an extensive user of Salesforce. They have several highly customized internal applications built on Force.com. Since beginning to use SkyVisualEditor, Pre-Employ has seen the internal cost of creating a page drop from approximately $2900 per page to approximately $1100 per page, a savings of over 62%! When multiplied across the production pages that have been made using SkyVisualEditor in the first 6 months of use, Pre-employ.com has been able to recognize over $100,000 in savings.

Founded in 1994, Pre-employ.com was built as a pure play background screening company designed to automate the highly manual and slow process of pre-employment background screening. Since 1994, they have canvassed the industry to understand the business challenges and provide solutions and services that help their clients improve the screening process, handle increased volume and reduce costs. The Pre-employ.com Family of Companies is a background screening company committed to providing excellence and innovation in employer services. They are recognized nationwide as a premier background screening company and HR service provider to Fortune 1000 companies, and they continue to set the industry standard for turn around time, proactive customer service and innovative technology.

Company Name：
Pre-employ.com, Inc.

Location：
Redding, CA

Website：
http://portal.pre-employ.com/

Services：
Background Screening, Drug Testing, Applicant Supplied Background Checks, Applicant Tracking System (ATS), Job Board System, I-9/E-Verify Compliance, Business Tax Credits/Incentives, Unemployment Claims Management & Past Income/Employment Verifications

Challenge:

Pre-Employ has over 6000 customers globally and needed a way to quickly respond to customer issues and also provide transparency during the resolution process. They wanted their customers to not only have full visibility into their service requests but also have the ability to actively work with the service tickets and receive instant updates.

Solution:

Pre-employ utilized SkyVisualEditor to create interactive pages that show the comments between internal resources and the customer, allowing customers to be part of every step towards resolution. This allows customers to have visibility into critical information, such as the status of the ticket, which service rep entered the ticket, the ticket number, and other related information. The pages were built by adding related lists to the standard Case Object and then exposing the pages through the Salesforce Customer Portal. This makes it easier for their customers to have access to all of the relevant information about the service ticket.

Results:

Increased Efficiency
Before SkyVisualEditor, a single page would take over a week from concept to production once the requirements were finalized. Pre-employ.com had very few developers in-house so pages frequently had to be added to an ever increasing queue.

Since SkyVisualEditor, page creation effort dropped to around 1 hour. Turn-around time was now fast enough that requests were immediately addressed and pages could be deployed to the production environment the same day. This has allowed Pre-employ.com to increase page creation by 500%, while cutting the development time it took to create and deploy pages by 80%.

Improved Customer Satisfaction
Pre-employ was able to achieve their main goal of exceeding customer service expectations. A key factor of Pre-employ's success was the ability to answer user requests quickly. The faster the pages are created, the faster Pre-employ is able to respond to the customer and achieve their overall goal of superior customer service. As of now, Pre-employ's customer service rating is higher than ever before.