



INVESTED IN EXCEPTIONAL EXPERIENCES

TEAMS DEDICATED TO CONTINUOUS IMPROVEMENT

At Staff Management | SMX and SIMOS Solutions, we have dedicated experience teams for both our associates and customers. These teams partner with our field operations to gain valuable insights into areas for enhancements and improvements directly from our associates and customers. Our investment in building optimal experiences ensure we exceed staffing industry benchmarks on key performance indicators like fill rate, turnover, productivity, and retention.

WHAT MAKES OUR EXPERIENCES DIFFERENT?



ADVISORY BOARDS

We collect communities of associates and customers to share ideas on a regular basis around innovation and improvement. Our Customer Advisory Council brings together 30+ top level leaders from customer sites across our businesses to hear from industry experts to share ideas and network with peers.



FEEDBACK LOOPS

Our associates and customers are surveyed quarterly through our Voice of the Associate and Voice of the Customer programs. We also conduct regular surveys at different milestone touchpoints including new hire surveys, post-sales surveys, implementation surveys, exit surveys and lost customer surveys.

AVERAGE
FILL RATE

90%

CLIENT
RETENTION

95%

USERS OF OUR
MOBILE APP ARE

3X LESS
LIKELY

TO TURNOVER

*Averages based on a cumulative measurement of fill rate of our customers. Please note that fill rates may vary based on economic conditions, location, and wage rates.



PERFORMANCE PROGRAMS

To deliver on our culture of engagement our teams frequently implement campaigns and recognition programs to drive desired behaviors and outcomes including our annual Peak Incentive Program. This program rewards and recognizes associates for behaviors such as perfect attendance, mobile app usage and submitting referrals. In 2022 we are launching a rewards and recognition program for our associates through our Stafftrack® mobile app.

MOBILE EXPERIENCES

Our associates are always on the go, so we offer self-service access to keep them engaged throughout their tenure with us. Our proprietary Stafftrack® mobile app allows associates to pick up additional shifts, review perks and benefits, check time schedules, review pay slips, take surveys, provide feedback and more.



ON-DEMAND REPORTING

Your workforce programs performance shouldn't be a mystery, that's why we work with you to understand the performance metrics and KPI's critical to your business. Our team will then create customized reports that provide real time program statistics through our client portal, myStafftrack®. This portal is available 24/7 and allows our teams to identify areas of improvement to deliver an ongoing return on investment for our customers.



AWARD WINNING EXPERIENCES

As a multi-year diamond winner of Best of Staffing award from Clearly Rated, we don't simply talk about exceptional experiences, we deliver on it.