KTBLACK, PAYING PEOPLE PROMPTLY AND PROPERLY

KTBLACK SERVICES

" *With RapidiOnline we can isolate and fix failed record transfers by ourselves, in minutes. Previously, it could take days.*"

Isaac Veliz, *IT Specialist at KTBLACK*

KTBLACK Services is a staffing company based in Texas that provides skilled labor to employers around the United States, with recruiters based in several regional offices. It has several subsidiaries whose names indicate the niche they serve, such as *Skilled Safety*, *KTB Medical, Skilled Trades, Skilled Energy* and *Skilled Technical.* In addition, their *G.Boren Services* division provides security and event staff.

Isaac Veliz, an IT Specialist at KTBLACK, describes how one of the most burdensome tasks for a company that provides temporary staff, is the payroll process, which includes the collection of timecards from staff, verification, data entry, calculation of pay and deductions, and then actually paying wages to the employee. Payroll is a major service that KTBLACK provides to their customers and employees, simplifying the hiring of a large number of people for a short time, such as to staff a convention or festival. Veliz notes that one of their competitive advantages is that they are more flexible in how they pay contract employees; allowing the use of paper checks, pay cards or direct deposit, for example.

FROM XML TO RAPIDIONLINE

KTBLACK has used Salesforce in conjunction with Microsoft Dynamics GP(GP) for several years. Integration of pay data from Salesforce to GP was accomplished with an XML process. This was used for some time, but was inflexible, with even minor changes, such as a new field in Salesforce, needing to be programmed by the vendor. Veliz recalls that, "The system would sometimes silently lock up, something that was often only discovered when someone entered something that was time critical, and realized that it wasn't transferred to GP. We didn't have any visibility into the problem, so our vendor would have to be called in to fix it, which could take a day or two. This held up our payroll team, who work in GP, and meant that instead of finishing the process on Friday, we would often have people working overtime on Saturday."

Veliz also noted that they have a highly customized Salesforce system, using mostly custom objects. They have also customized GP significantly. They were therefore frustrated that their 'cookie-cutter' XML-based system could not transfer all the data they wanted, as every change required custom software. Besides, Veliz says, "The XML process was slow at the best of times, and adding a lot more information to the transfers would have made it unacceptable."

So, they started to look for an alternative. Veliz remembered that RapidiOnline stood out because of its custom integration capabilities, ease of use, and visibility. They liked the simplicity of adding new fields: how easy it is to specify where in Salesforce the data comes from, and where in GP it goes (or, the reverse). It is simple enough to use that KTBLACK IT staff can make changes to the system. And, perhaps most importantly, according to Veliz, "When a transfer fails, perhaps because someone entered a date as 2218 instead of 2018, it is easy to isolate the record in question, fix it within minutes, and have the synchronization process continue."

Ideally they would have perfect data entry validation in Salesforce and GP, but until that nirvana comes, Veliz notes, some data accepted by Salesforce will be rejected by GP, and vice-versa. Not only does the visibility inherent in RapidiOnline make it quick and easy to fix the record containing bad data, and restart the process, but it also identifies places where data entry validation can be improved.

Our transfers are running consistently, they never get backlogged, and the data is always there when we need it."

Isaac Veliz, *IT Specialist at KTBLACK*

EXPERIENCING THE BENEFITS OF RAPIDI

Another advantage of RapidiOnline is that the process is efficient, and fast. Veliz again, "Now our transfers are running consistently, they never get backlogged, and the data is always there when we need it."

Transferring their payroll process from XML to RapidiOnline has had a hugely positive productivity impact. Veliz is happy to relate that, "Not only are we now not being forced to come in on Saturday to complete payroll, but most of the process is completed on Thursday, with only late or problem records dealt with on Friday."

Payroll is a weekly cycle at KTBLACK, with employees submitting time cards to their supervisor on Monday for the previous week (Monday through Sunday), and the payroll department receiving them no later than Wednesday, so that the pay process can start (and now sometimes finish) on Thursday.


NEW CAPABILITIES COMING

Veliz is excited that RapidiOnline has allowed a new, reverse, data flow (from GP to Salesforce) of all the electronic pay stubs. This means that field employees of KTBLACK will now have the information needed to answer questions about pay and help resolve problems. This is something that the previous XML transfer was not flexible enough to support. According to Veliz, "We are excited for the benefits this pay stub visibility will bring us."

KTBLACK worked closely with a Rapidi consultant during the integration. Veliz reported that, "Our Rapidi consultants were very responsive, and no matter what new transfer we asked them to perform, they always found a way to make it work. It really helps that they are not only experts at their own software, but also in Salesforce and GP."

As for advising other companies about multiple platform integration, Veliz does not hesitate to say, "I would definitely recommend Rapidi and RapidiOnline. Before starting the integration it is important to sit down and define what you want the flow of information to be between your CRM and ERP, or other software. We did not have big data cleanup problems, because we had a previous integration solution, but if you are starting from scratch this is something you definitely need to consider."
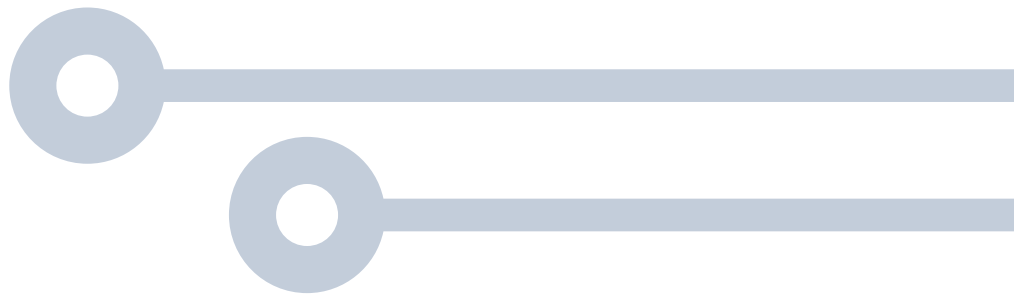
ABOUT KTBLACK SERVICES

KTBLACK Services started with a small group of industry veterans who shared a vision to provide the core services of a skilled labor provider with a higher level of service to both their clients, and their staff. Their principles are to create careers, and not just fill revolving door positions, to have more open and honest discussions between companies and potential employees, and to provide more stability and better relationships for both workers and companies that they connect. Over a decade later, this human resources company still challenges itself in this way, and now serves many industries.
Learn more about KTBlack at www.ktblack.com

ABOUT RAPIDIONLINE

Data integration doesn't have to be confusing or complicated. It can be simple and stress-free. At Rapidi, we are your go-to data integration experts with over 20 years of experience. We apply it to ensure your data integration project runs smoothly. Our product, RapidiOnline uses cutting-edge technology to provide data integration solutions that are fast yet flexible, simple, robust and secure. We have perfected our blend of human and technical skills to provide you with an unrivalled committed, caring and personal customer service experience. We believe these things are just as important as the technology we use so let us take the stress out of your data integration.
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