A Business Case
for an Applicant-Tracking System

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> Building a strong business case is the first step to gaining support for a new applicant-tracking project. Outline these key components to establish your position.

1. Define the Need

Describe the business problem that will be addressed by this project. The problem may be process, technology, service, or product oriented.

   a. What problems are you trying to fix?
   b. What critical business needs does your initiative address?
   c. What is the current process?

2. Make a Recommendation

Identify possible alternatives and set evaluation criteria.

Purchase myStaffingPro®.	Keep the legacy system in place.	Develop new software internally.
• SaaS system doesn't require any new hardware or software.	• Unnecessary spending for increased staffing levels.	• Lack of internal IT resources.
• System updates are immediately available without involving IT.	• High number of continual data errors.	• Significant cost associated with software design.
• Focuses on the candidate experience to improve employment brand and increase application completion rates.	• Poor and untimely reporting.	• Timeframe required is too long.
• Provides technology to drive the applicant workflow/hiring process.	• Lack of automation.	
• Includes administrative, user, and applicant support.	• Negative candidate perception.	
	• Lack of workflow automation.	
	• Inconsistency.	
	• Failure to meet compliance regulations.	
	• Failure to provide adequate support.	

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3. Theorize Outcomes

a. Define key metrics and evaluation criteria.

Metric	Baseline	Evaluation Criteria
Improve quality of hire		Monitor new-hire performance, retention, and manager satisfaction.
Increase in productivity		Determine increased staff productivity after implementing the system.
Reduce recruitment advertising costs		Review annual recruiting advertising expenditures and use myStaffingPro sourcing reports to identify the most effective sourcing options.
Reduce time to fill		Manage and report on requisition activity in myStaffingPro through the metrics reports.

b. List potential risks and propose ways to overcome them.

Risks	Tolerance	Prevention Techniques
System downtime/ unavailability		Scheduled downtime for maintenance is planned for non-peak periods. There are designated support windows for database/system upgrades. Any planned outage would be communicated in advance to all affected clients.
Major catastrophe		The corporate data centers have appropriate geographic separation for local and regional disasters. They are equipped with heat and smoke detection, fire suppression systems, redundant uninterruptible power systems (UPS), and redundant generator power. Each year, we perform power failure tests in each corporate data center and at each branch. Data centers operate independently, and each is designed to handle the full load of both centers. We maintain documented recovery strategies for all critical components including services, systems, buildings, and workforce-reduction scenarios.
Breach of security		Data is protected through the following best practices and technologies: • Multilayered firewall technologies. • Real-time monitoring for suspicious or unusual activity. • Secured transmission of communications using SSL 128-bit encryption. • Comprehensive access controls. • Logical patch management procedures and processes. • Regular vulnerability assessments.

4. Justify the Recommendation

a. Quantify financial benefits with a cost-benefit analysis.

b. Establish nonfinancial benefits (increased quality of hire, lower legal risk, improved cooperation and communication among recruiters, hiring managers, and applicants).

5. Create a Project Overview

a. Identify the goals and objectives of implementing myStaffingPro.

b. Define the resources required (budget, staff, etc.).

c. Create an implementation and integration plan (timeframe, commitment, responsibilities).

d. Describe the impact on the company's technology and processes.

e. Outline a communication and training strategy.

6. Obtain Approval

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