

Adecco

Thanks to Agresso Business World, IT company Adecco can now generate reliable figures instantly. So now there is only one set of facts.

Overview

Over three years, Adecco's turnover had increased from around NOK 1,500 million to NOK 4,500 million. "We are not driven by either the exchange rate, or the price of oil. Our business is based solely on the number of invoiced hours. This means the whole organization has to grow with the development. The Agresso ERP system has played a decisive role in this. The management system has been designed in an educational way and is simple to adjust for new requirements. Together with good sales management, and by building up an internal culture, all parts of the business have achieved success," says Stian Nygård, Nordic Financial Director at Adecco.

Adecco is Norway's leading staffing and recruitment company, and has companies throughout the world. The company provides staffing services, mainly by hiring out personnel on an hourly basis, for short or longer projects and helps recruit permanent employees.

"Our business in Norway accounts for over 50 percent of turnover in Scandinavia. From 2003 until 2007 we have had four fantastic years of vigorous growth. We have gone from being in a challenging position to becoming the biggest staffing company and our main area of investment has remained unchanged. We would not have been able to achieve such growth without a long-term strategy – the Agresso solution has played a central role in this.

"Adecco is noticing the responsibility that comes from being the largest staffing company. Being in a challenging position, with annual growth up in the region of 50 percent is one thing, but being a market leader with much more moderate

expectations of growth is something totally different. It means it becomes even more important than before to make the company more professional and to improve our processes. We depend on an ERP system that continues to provide us with information on where we are earning money and where we are not earning money. In this way, we will be able to get through growth and slump periods safely."

Continuously changing

In recent years, Adecco has acquired companies, merged companies and undergone much internal reorganization. "With processes like these, it is extremely important that the systems should be scalable and able to 'fit together.' Our Agresso solution meets these requirements, covering finance, salaries, invoicing, projects, management and a flexible reporting solution which gives us a significant competitive edge. When new framework conditions demand changes, we can change both our processes and models quickly and easily. This requires a good internal knowledge of the systems and how changes, for example, in organization or salary, can rapidly be reflected in the software. The Agresso solution is extremely change-friendly and helps prevent old routines from dictating how we build our culture and preventing company growth," Nygård believes.

Making changes is simple

"There is no point generating changes to internal business processes if the management tools do not take them into account. I know of no other ERP systems that could have provided us with the same opportunities as Agresso. We can make most of the adjustments ourselves in the general Agresso user interface. For example, we only had to spend a short amount of time on system configuration when changing



our reporting routines. Agresso is superbly suited to companies that know that the future will be one of change and new requirements," Nygård stresses.

Full control over the company's development

"The ERP system from Agresso gives us full control over the company's development. The management information system that we have built up together with Agresso takes care of this. It gives us accurate, appropriate, and well organized management information which puts our managers in a position to make the correct decisions. We find that the Agresso information system gives us a significant competitive edge. Correct use of a management information system generates a culture and a common language across the organization. The specific result of this is important – a common understanding of what creates growth and earnings," says Nygård.

Vital to continued success

"Change-friendliness is a keyword when choosing an ERP system. You need to be able to carry out changes simply and quickly so that management information is not lost during the most critical phases of company development. In this way, growth phases and slumps are treated the same. The management information we get today from Agresso is vital to Adecco's continued success in both cases."

About Adecco

Adecco was founded in 1996 following the merger between the Swiss company ADIA and the French company Ecco. Today, it is the world's largest staffing company. Internationally, the company has over 700,000 workers placed in jobs with more than 150,000 clients. In Norway, Adecco became the largest staffing company at the end of 2005, and turnover in 2007 was NOK 4,300 million. The company has over 12,000 workers placed in jobs with more than 6,000 Norwegian clients every day.

About UNIT4 Business Software

UNIT4 Business Software in North America is a wholly-owned subsidiary of UNIT4, a \$517 million enterprise resource planning (ERP) company and a top six mid-market ERP software player globally. UNIT4 Business Software's leading ERP product for organizations living in change, Agresso Business World, is widely acknowledged as the business software solution that delivers the lowest Total Cost of Change. Thousands of professional services and public sector organizations, including cities and local governments, in over 100 countries use Agresso Business World for both operational support and strategic management.

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