

CareerBuilder

Industry

Internet Recruiting

Application

Streamlined generation of customized client account review documents.

“Careerbuilder’s implementation of WebSource CPQ has resulted in not only a 50% reduction in report generation time, but has increased overall department productivity as well.”

Michael Hargis

VP Customer Care
Careerbuilder.com

Webcom Solutions

Websource CPQ

- Proposal and Quotation
- Process Configuration Engine
- E-Catalog
- Reporting

Webcom Professional Services

- Product Modeling
- Project Management
- Business Process Management

Challenges

- Significantly reduce man-hours required in the administrative aspect of report creation generation.
- Eliminate grammatical and typographic errors within documents.
- Provide a “one stop solution” for data acquisition and compilation.
- Ensure consistent formatting and presentation.

Results

- Average document generation time was reduced by 50%.
- User error was nearly eliminated in both structure and presentation.
- Eliminated the administrative/production portion of the document creation process.
- Enables Careerbuilder to streamline necessary data that was before manually entered and needed for all documents.

After implementation, Careerbuilder’s Account Management team was able to generate customized, professional account review documents in nearly half the time that was previously required. Overall department productivity has increased as a result and further integration with the Webcom software promises to deliver ever-increasing results.

Business Challenges and Objectives

Careerbuilder.com's Customer Care department needed to streamline the process and reduce the production portion of its account review documents for their clients. The challenge was finding a solution that would decrease that production time without sacrificing accuracy and customization.

The Solution Approach

Webcom's configurator software was implemented to provide a centralized database of value-enhancing account recommendations, one-click statistics access and an automated report generation process. This initial interface was designed utilizing Webcom's established proficiency in product modeling and configuration.