

Retail customer case study: Complete Recruitment Solutions

Company overview



Western Sydney based recruitment company, Complete Recruitment deliver a range of recruitment services ranging from, Executive, Office Support, Sales and Marketing, to technically skilled and unskilled Industrial Staff. Complete Recruitment work closely with their clients and candidates to build meaningful and long lasting relationships, priding themselves on finding and attracting the best talent and the best career opportunities. Creating tailored solutions to suit each individual company, Complete Recruitment stands out from its competitors through its valued added consulting services.

Complete Recruitment struggled with the increasing demands of employees to work from home

Complete Recruitment use Hosted Network's Desktop as a Service (DaaS) solution which allows for businesses to host their desktops on the cloud and access data from any device, in any location - providing there is an internet connection. "A lot of our consultants were trying to work remotely, I was on maternity leave and working from home and it was almost impossible to do", explained Liz Smith, Complete Recruitment's General Manager.

Hosted Network identified Complete Recruitment's need for accessibility and mobility to accommodate their workplace demands needs and recommended they implement DaaS. "We were hesitant at the beginning, with any big change there is caution, and if our computers go down, we're out of business", says Liz, "but we're honestly so happy with it [DaaS]."

Removing the hassle of IT

With lack of mobility a clear pain point for Complete Recruitment, they were also troubled by recurring IT problems that caused regular downtime and extended the length it took to complete tasks. "With DaaS, everything is so much easier, we don't have to waste time on IT. The Hosted Network team do it all for us, even if it is just a small problem with a computer. All our programs are standardised too, which removed a lot of frustrations when sending and opening files internally", said Liz. Hosted Network removes the headaches associated with IT and provides full support 24 hours a day, 7 days a week, ensuring all businesses across all industries are catered to.

Improved working conditions

With many team members of Complete Recruitment raising young families and needing a workplace culture to accommodate this, the implementation of DaaS has been a great influencer in the retention of staff and ensuring their happiness and productivity. Liz says, "our staff can easily connect from home now. We have a lot of workers

"We really can just log in anywhere, our CEO is on call 24 hours a day and with DaaS she can work from anywhere, anytime and is able to turn around jobs really quickly and easily."

- Liz Smith, General Manager, Complete Recruitment Solutions

with young families, so if there is a family problem, they can easily work from home. Previously, this wasn't even a realistic option." Noting simplicity as the most impressive functionality of the solution, Liz says, "we really can just log in anywhere, our CEO is on call 24 hours a day and with DaaS she can work from anywhere, anytime and is able to turn around jobs really quickly and easily."

The recommended solution

Complete Recruitment are pleased with the way Hosted Network's DaaS solution has improved and streamlined their workforce. "I would recommend Hosted Network's solution to anyone who is looking to change their current system... It really works for us."

Hosted Network has built the foundations of the business on providing IT solutions to make business life easier and ensuring a prosperous relationship for all clients and vendors involved. The development of relationships and client happiness is crucial to Hosted Network and is an area that Liz identified as a strength, she said, "the Hosted Network staff really go to an effort to understand the company, they know our systems and know how we operate which is really important. We have a great account manager and he is available for us to contact at all times, they [Hosted Network] appreciate just how much we rely on them."