Introductions

- Tom Nunn, President, Tom Nunn Consulting, LLC. Executive coaching & industry focused growth strategies

- Natalie Valerioti, VP of Finance, Talent Group, Houston TX

- Abhijit Bhatt, Global Head – Corporate Functions, Intelliswift Software, San Jose, CA

- Scott Poliziani, CFO – SSI People, Pittsburgh, PA

Today's Format

- Review Best Practices for Various Topics
- Our Panelists Will Review How They Approach & Share Ideas
- Use Chat Tool for Questions
- Will Try To Leave Time at the End for Q&A

Today's Topics

- Time Sheet Collection & Payroll
- Onboarding & Managing Consultants
- Accounts Receivable/Managing DSO
- Commission Processing
- Monthly Close
- Depth Chart
- Systems & Process Map
- TechServe Tools

Time Sheet Collection & Payroll

- Time Sheet collection process
- Time sheet import tools
- Submitted vs approved time
- Exempt/non-exempt & OT compliance
- PEO vs Full-service payroll providers
- General overview of an efficient process

Onboarding & Managing Consultants

- Who coordinates - consultant care team, other
- Tools to track & manage
- Integration with CRM/ATS
- Typical holdups
- Background checks
- Consultant life cycle

- Using Consultant Care as a differentiator

Accounts Receivable/Managing DSO

- Proper aging and collections

- Credit checks

- PO adherence and tracking

- Management oversight & escalation

- **D**ays **S**ales **O**utstanding formula:

  (Accounts Receivable at end of period being measured Divided by Total Sales for the same period) Times Total Number of Days in Period

Commission Processing

- One plan vs. multiple plans
- Avoid exceptions
- Model path for 3-6 months when plans change
- Typical burdens
- Claw backs & right of offset
- Treatment when producer leaves the firm
- Tools & automation
- Other Best Practices

Monthly Close: Efficiency Tips

- Understand what goes into it - Create a critical date schedule identifying tasks that are needed to be completed to close a month and stick to deadlines.

- Stay on your timesheets (your biggest variable each month). Be relentless with reminders to enter and approve.

- Accept it will not be perfect - but close enough to 1-2% margin of error.

- Utilize tools and automation - Set up recurring vouchers/journal entries for things that are the same every month.

Monthly Close: Efficiency Tips

- Schedule a Monthly Close Meeting with executives - put it on the calendar for every month for the entire year and stick to it.
- Understand what is most important and ensure everyone you rely on understands as well. If everyone understand the "why" it's easy to get onboard with the "how".
- Spend time figuring out why things get stuck and change the people or the approach
- Document your processes for each item on our critical date schedule to ensure coverage if someone is out.

Depth Chart

Support Depth Chart

Color Codes:			
	Name Column	Primary person doing function today and considered fully proficient	
	Name Column	Primary person doing function today and still training so needs assistance	
	Name Column	Back up who can perform the function and is fully proficient	
	Name Column	Back up who can perform the function but needs more training or assistance	
	SLA Column	Service Level defined and routinely hit	
	SLA Column	Service Level not defined or defined and not routinely hit	
	Efficiency Column	Automated and/or happy with efficiency of the function	
	Efficiency Column	Process is manual and/or inefficient and needs work to optimize	

Category	Task	Description (if needed)	Name	Name	Name	Level of Efficiency	Priority To Cross Train
A/P	Vendor Invoices	Validation and entry					
A/P	Aging	Validation and timing					
A/P	Payments	Entry					
A/R	ACH Receipts	Validation and entry					
A/R	Cash Receipts	Validation and entry					
A/R	Aging	Validation and timing					
A/R	Collections						
A/R	Client Credit Checks						
A/R	Corrections	Validation and entry					

Systems & Process Map
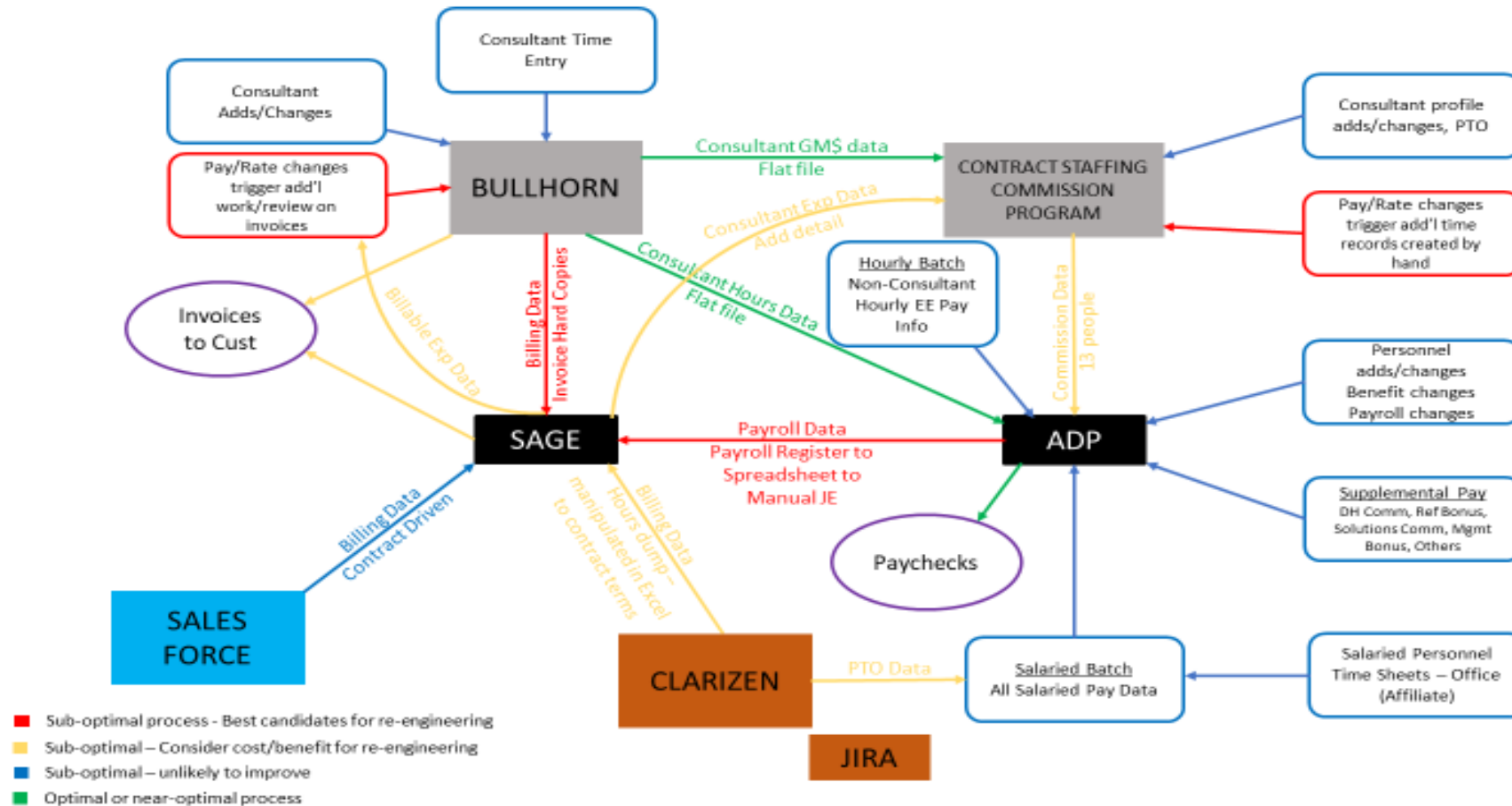
TechServe Tools

- ComplianceHR
- Legal Services
- Insurance (Commercial and Benefits)
- Peer to Peer Networking
  - Roundtables
  - Executive Forum
- Model Contracts
- Webinar Library
- Online Learning Center

TechServe Alliance Executive Summit 2023

Nov. 14–16, 2023

In partnership with
the **Society for Information Management (SIM)**

Registration is Open!

This year at the Executive Summit:

Enhanced Client Prospect Opportunities

The Summit will be held in conjunction with SIM's leadership conference **TechExec 2023**, bringing **CIOs, CTOs, technology leaders, and Senior Procurement Professionals** from some of the largest U.S. companies, offering unparalleled networking and collaboration opportunities during joint general and breakout sessions.

Strategies and Tactics Empowering Technology Staffing Firms to Succeed in a Dynamic Environment

As in the past, TechServe Alliance Executive Summit will deliver keynotes, breakout sessions, and roundtables that address the unique business needs of the Technology Staffing & Solutions firms.

Nov. 14–16, 2023
The Ritz Carlton, Amelia Island, FL
https://events.techservealliance.org/2023

Finance and Operations:
Best Practices
to Grow Your Staffing Firm

Wrap-Up & Thank-you!

- Tom@tnunnconsulting.com

- spoliziani@softwarespecialists.com

- natalie@talentgroups.com

- abhijit.bhatt@intelliswift.com