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## **RANDSTAD HR SOLUTIONS OPTIMIZES CUSTOMER SERVICE OPERATIONS WITH ALTOSOFT SOLUTIONS**

*Altosoft's Unique Business Process Intelligence Capabilities Enable Business Process Outsourcing Leader to Achieve Process-Centric View of Customer Service Fulfillment*

**Philadelphia, PA, January 7, 2008** – Altosoft, the only provider of process-aware business intelligence (BI) solutions, today announced that Randstad HR Solutions, a Randstad company, a leading international supplier of business services and temporary and contract staffing, has implemented Altosoft's InsightBI, MetricsMart, and ProcessMart solutions to deliver holistic, process-centric monitoring and analysis of its customer service operations. Randstad's innovative application of Altosoft's unique business process intelligence capabilities enables the company to understand and optimize performance in its customer service operations, manage and meet customer service level agreements (SLAs), and track and identify issues and exceptions requiring immediate resolution.

Randstad HR Solutions offers a broad range of human resource-related services, including payroll processing, administration, recruitment, selection and process management. Customer service requests associated with delivery of these solutions are managed via a complex process involving multiple steps including data entry, approval, and processing across a variety of operational systems. For example, for customer payroll processing services, a customer might make a request to change employee information or add a new employee. This request must be properly authorized and approved, updates must be performed on systems such as the employee information system and payroll processing system, and confirmation must be provided to the customer.

"Randstad is a customer-driven organization, so continuously improving our customer service level performance is a fundamental business goal," said Mr. Ron Bosma, Director of Randstad HR Solutions. "Based on previous experience, we knew Altosoft can implement much faster than

conventional BI products – and in fact they delivered this solution in just about a week. But it was their business process monitoring and analysis capabilities that made Altosoft our clear choice. Altosoft’s ability to track the status of every business process, regardless of what stage it is in or what system is responsible, was critical to our goals for this project.”

Altosoft’s solution monitors Randstad’s essential customer service processes. It tracks every individual customer request as it passes through various stages to fulfillment. If a particular individual customer request is held up for a historically inordinate amount of time at any particular milestone, Altosoft automatically alerts the appropriate Randstad employees and managers.

The system provides both real-time monitoring and historical analysis of business performance. It delivers traditional metrics, such as number of customer requests, customer requests by type, etc. But the solution also leverages Altosoft’s ProcessMart module to deliver analysis in a process context that other business intelligence solutions lack. This enables Randstad to take advantage of unprecedented visibility into both *process performance* (how long does it take to complete certain tasks or processes, which Randstad teams are most efficient, and how are customer service levels maintained?) and *process quality* (which processes are most prone to failure, and where are the bottlenecks?). This process-centric view gives Randstad the edge to increase operational efficiency and improve underlying business processes.

“Randstad’s approach to customer service request processing acknowledges the fundamental business fact that business processes – which are inherently dynamic, interconnected, interdependent, and sequential – are how work gets done.” said Scott Opitz, CEO, Altosoft. “As a result, Randstad’s vision went beyond the capabilities of ordinary BI, which only analyzes data in static silos and ignores process context. Altosoft’s solutions are the only BI products in the industry to that deliver the *business process intelligence* that Randstad needs to monitor and analyze their business operations in a process-driven environment.”

“This project is another demonstration of Altosoft’s strength in delivering turn key projects to customers within a very short timeframe with a high degree of quality and customer satisfaction; something that is extremely important to IntroMediates when advising our customers looking to monitor and optimize their processes” said Steven Loewy, Managing Partner of IntroMediates.

### **About Randstad HR Solutions**

Randstad HR Solutions offers a broad range of services, including payroll processing, administration, recruitment, selection and process management. Randstad HR Solutions is a division of the Randstad Group, one of the largest temporary employment organizations in the world and market leader in the Netherlands, Belgium, Germany, Poland and the southeastern United States. Randstad is dedicated to matching at the right time, the demand by individuals for

challenging and well-paid employment to the demand of organizations for employees of the right caliber and the right qualifications. Randstad Holding nv (Reuters: RAND.AS, Bloomberg: RAND NA) is listed on the Euronext Amsterdam exchange, where options for stocks in Randstad Holding are also traded. For more information about Randstad see <http://www.randstad.nl>, and <http://www.randstadhrsolutions.nl>.

### **About Altosoft**

Altosoft makes business intelligence work. Altosoft's process-aware solutions eliminate the cost and complexity of conventional BI while delivering advanced functionality for operational performance improvement. Altosoft delivers the three critical enablers needed to transform existing business intelligence into a powerful, flexible engine of competitive advantage. First, Altosoft's business process intelligence capability adds essential process monitoring and analysis capability. Second, Altosoft provides agile data integration that makes the hardest part of BI easy by gathering data from various sources and converting dynamically it to KPI metrics. Finally, Altosoft facilitates rapid, reliable BI solution development with guided, code-free configuration and data governance features. Altosoft's revolutionary, 100% codeless approach features ultra low-latency data monitoring and analysis across operational databases, warehouses, and other data sources; integrates real-time event monitoring and business process optimization; and enables dashboard development in minutes with a unique browser-based, drag-and-drop interface. Headquartered outside of Philadelphia, Pennsylvania, Altosoft delivers solutions for commercial and government organizations worldwide. For more information, please visit [www.altosoft.com](http://www.altosoft.com).

### **About IntroMediates**

IntroMediates actively advises companies in the technology sector in optimizing their sales, marketing and operational processes. We do this by through the use of cutting edge technology and with the use of top flight professionals. IntroMediates does this through five approaches. [IntroSales](#) helps technology companies improve their sales potential. [IntroOps](#) is specialized in analyzing operational processes and to transform them into knowledge based, fully integrated processes. [IntroMarketing](#) converts technical marketing proposals into practical, understandable marketing strategies. [IntroPeople](#) scouts, recruits and provides career development routes for top professionals in the technology sector. [IntroEurope](#) develops and executes 'go to market' plans for promising international technology companies. For more information about IntroMediates see <http://www.intromediates.com> .