

Since the last newsletter we have enjoyed some major achievements. We have 3 new RCSA members who have completed the certification requirements of the RCSA Service Delivery Standard, and a number of others moving through the process. We are delighted to announce that together with our partner, Web and Flo, we have won a major new project in work flow management. We also had a presence at the RCSA Conference in Sydney, which was very successful. We hope you enjoy this edition, and welcome your feedback.

Members certified in the RCSA Service Delivery Standard

Fathom manage the RCSA Service Delivery Standard on behalf of the RCSA, the largest association for the recruitment industry across Australia and New Zealand. Recently three more RCSA Members achieved certification in the Standard. Phoenix Recruitment and Placer Personnel received their certificates at the RCSA Conference in Sydney in September; Southside Personnel received their certificate from Mr. Kevin Andrews, Minister for Workplace Relations, in Melbourne earlier this month.

Phoenix Recruitment is based in Auckland, New Zealand specialising in accountancy placements. Jenny Durno MRCSA, took on the Standard to encourage her staff and consultants to focus on higher levels of service and professionalism. "When we were invited to participate in the accreditation process we readily agreed," she said. Ms Durno believes that the standards are



Jan Spriggs, MD Placer Personnel, and Helen Olivier MRCSA, Chairman of the RCSA Standards Council

very well thought through and totally relevant. Although she knew that the clients and candidates would be the focus, she was delighted that the owners of and consultants at Phoenix were also seen as important stakeholders.

Jan Spriggs MRCSA, MD of Placer Personnel Group in Perth, saw the Standard as an opportunity to clarify the processes in a business she has recently purchased. "After meeting with Fathom Consulting I saw it as a fantastic opportunity to allow the staff to take ownership of new processes and procedures. It was evident in feedback that came back from all parties and has resulted in positive outcomes for my staff, new and established clientele, and, especially in this market, candidates," said Ms Spriggs.

A story and photographs on the Claudine Caratti receiving the Southside certificate will be included in the next newsletter.



John Plummer MRCSA, President RCSA with Jenny Durno MRCSA, MD Phoenix

ERP Solution

In our last newsletter we announced a partnership with Web and Flo, a provider of workflow management solutions. We are delighted to announce that we have been successful in co-tendering for a major enterprise-wide solution for Luxton, which is based in Dandenong, Victoria. Luxton rent and sell large earthmoving equipment. Opportunities to expand their business further require upgrade to their systems. Fathom and Web and Flo are now building a pilot system which will manage their operations from ordering through to invoicing, and record machine maintenance. The system will provide a fully automated online transaction/workflow management system which integrates with their existing process flows and operates seamlessly across all sites.

Online Client Management

Fathom have now released an online client management web service. The service includes design, build and hosting of collaborative websites through which you and your clients can communicate. Imagine being able to confidently access the final version of approved documents, co-ordinate and track document edits by different people, easily locate documents shared between you and your client, as well as conduct meetings and manage tasks. If you have clients with whom you deal remotely, or share documentation, or co-manage project type activities, this service will be of great benefit to you. Contact us now for more information.

Interested to find out more?

[RCSA Media Release](#)

[Recruitment Excellence Presentation](#)

[Fathom's Presentation to the RCSA Conference](#)

[RCSA Standard Web Site](#)

[RCSA Public Website](#)

[Web and Flo website](#)

[Fathom website](#)

More about Fathom

Fathom is a business solutions provider that combines business management experience with smart technologies. We develop sophisticated performance improvement solutions which are simple, practical and easy to adopt.

We have established a reputation as a leading consultancy in service delivery management systems for service businesses, providing strategy development, market research and process improvement and certification services. We have also developed new approaches in business intelligence, and created a range of knowledge management and performance measurement solutions using the latest in Microsoft technologies.

Profile on Yuriy...

Yuriy Solodunenko has been Fathom's Technical Manager for over 18 months, and is responsible for building many of the sophisticated technical offerings Fathom has developed. An expert in database management and software development, Yuriy has also become an expert in Microsoft SharePoint, Analytics and Reporting Services. He has developed the metrics and .NET solutions for some of our larger clients.

Yuriy is our gentle giant. He arrived in March last year from the Ukraine with his wife and young daughter, where he had worked for nearly 15 years with various Ukrainian companies. His first job was with Orbita, in Dnepropetrovsk, a participant of Soviet space exploration program. Yuriy helped resolve ballistic calculations for satellite orbits. He claims that some of the work he is doing in Australia is just as challenging!

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