

When Wapiti moved to Bullhorn, not only did Kyloe implement their new CRM, we also helped encourage user adoption and customized their platform to ensure it met their unique business needs.

Background

Founded in 1996, Wapiti Medical Staffing specializes in placing locum providers in rural communities throughout the United States. As a multi-year recipient of ClearlyRated's Best of Staffing® Award, they are recognized in the top 2% of all staffing groups nationwide.

When Wapiti wanted to move to Bullhorn from Ultra-Staff in 2019 they called on Kyloe to help implement their new CRM and train their users. As part of the project they also utilised Kyloe's expertise, customizing Bullhorn to meet their business requirements.

Challenges

The main challenges that Wapiti were facing:

- Since implementing their previous CRM in 2017, internal adoption wasn't as strong as they'd hoped – processes were cumbersome and training was challenging.
- Their CRM wasn't cloud based - accessing it remotely required Remote Desk Protocol (RDP).
- They were also facing a challenge in that CRM would restrict their business development plans.

To solve these problems, they were looking for a customizable, user-friendly solution that would grow with them, as well as allow them to combine everything into one single source of truth.

" Kyloe set the bar (high!) for what an implementation project should look like – now anytime we're thinking about integrating with Bullhorn the first question is 'can we do it with Kyloe?'"

Kari Abraham-Hoffmann (IT Coordinator, Wapiti)

The Kyløe solution

Wapiti were introduced to Kyløe through Bullhorn, who after listening to Wapiti's objectives recommended Kyløe as the best partner in implementing their new CRM, and customizing it to meet their unique needs. The project was split into three phases:

1. Implementation and customization – Wapiti's Bullhorn implementation included Kyløe moving 90,000 records onto their new CRM, as well as training to ensure user adoption. As part of this phase Kyløe also created a customization that enables Wapiti to verify that a candidate is ok to work at a company (in Wapiti's case, that a healthcare professional is ok to work at a hospital).
2. Onboarding implementation – Wapiti opted to include Bullhorn Onboarding as part of their setup. This was implemented by Kyløe and included admin and user training.
3. Scheduling system integration – This phase involved Kyløe integrating Wapiti's custom-built scheduling, time collection and invoicing app, allowing them to start enabling Bullhorn as their single source of truth.

" Dream big – Kyløe helped us by letting us know what was possible. They also worked with complete transparency – encouraging us to think about what we really needed and guiding us to the best solution."

Kari Abraham-Hoffmann (IT Coordinator, Wapiti)

Benefits and impact

"Bullhorn is now part of our daily lives!" Kari Abraham-Hoffmann (IT Coordinator, Wapiti) shared.

"Now that our CRM works for our needs, we have buy-in which is huge; people have adopted it really well and it's become second nature to us."

"The custom work saves us so much time on a daily basis – where actions might have previously taken 10 minutes, it now takes 1 minute. This adds up to a lot of time over a week, month, or year!"

"After seeing the benefits that integrating our scheduling system has had, it's confirmed to us that all of our systems have to work with Bullhorn and allow us to have that single source of truth."



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