



Troy Permanents, part of the Troy Enterprise suite of recruitment software solutions, enables you to deliver a high-grade service to both your clients and your people, providing sophisticated tools to correctly assess an individual's suitability for a given role. Whilst there is phenomenal power behind the scenes, we have ensured that Troy has a user-friendly interface and that all information is readily accessible, wherever and whenever required. As a result, routine and complex tasks become easier and much more time efficient. Troy Permanents is easily customised and configured to your business needs – **We work the way you do!**

CONTACT MANAGEMENT

- Details are recorded and retrieved on:
 - Companies, people and jobs. In Troy Permanents people are categorised as either contacts or candidates and searched accordingly.
 - Employment history.
 - Historic, current and future 'Events' comprising all communications and actions related to each individual, client and assignment.
- Quick address entry via postcode.
- Postcode Link to Multimap.
- Direct communication with clients and individuals via e-mail and direct dialling & SMS Text messaging.
- Full integration to Microsoft Outlook including email, diary and task management.

EVENT & TASK MONITORING

- Event Management enabling assignment projects or marketing campaigns to be tracked from source to close in seconds.
- Task Management for event tracking and to prioritise consultants' tasks and report on their status.
- Consultant Activity Monitor for analysing history events and exporting results to Microsoft Excel.

COMPLETE ASSIGNMENT MANAGEMENT

- Troy's 'List Management' allows lists of candidates to be attached to an assignment. Candidate lists comprise: candidates automatically added to a list; candidates retrieved via a manual or auto-match search; and suitable individuals known to you.
- The facility can also be used to conduct sales and marketing analyses for direct mail campaigns.
- Send documentation as required, at each stage of the process.

POWERFUL SEARCH FACILITY

Fast, comprehensive searching provides lists of clients, contacts or candidates. Search by document or database field - or a combination:

- **Database Searching:**
 - Can be as simple or as complex as you wish.
 - Multiple criteria can be used in a single search and complex information can be combined using multi-level coding to provide greater accuracy if required.
 - Refine your search criteria for more precisely targeted results.
 - Search criteria can be saved for repeat use, providing the powerful facility to produce up-to-date lists at the 'touch of a button'. All resulting lists can be saved.
- **Document Searching:**
 - Document information, *held anywhere in the system*, i.e., not just attached to a record, can be searched.
 - The search facility searches for documents in over 28 different file formats – linked to Troy's document viewer (30 times faster than MS Word) it allows you to identify appropriate CVs and view them in seconds.

DOCUMENT & MULTIMEDIA HANDLING

- CV details can be imported by a semi-automatic process (full user control of entry) or fully automatic CV recognition and data extraction saving you time and money.
- Design your own templates for standard documents (interview confirmation/rejection, invoices, letters etc..) in MS Office and have database information merged automatically.
- Troy has the capacity to accommodate up to five versions of any candidate CV and generate a CV from the database automatically.
- Scanned or e-mailed documentation can be attached to any record. These can be candidates' own CVs, job

specifications, client profiles or brochures, maps, photos, videos etc.

- Documents can be e-mailed/faxed directly from your PC.
- Full email capability including standard email templates (including HTML) and facility for adhoc attachment of documents.
- Spell-checking facility.

FINANCIAL CONTROL

- Seamless integration to accounts – Troy can link with any ODBC compliant accounting system.
- Easy control of Client Billing – allowing full, part or staged billing of clients.
- Export of invoices to Sage Line 50.

DATABASE MANAGEMENT

- Easy import of candidates, contacts and companies.
- All information is held within a single relational database and updating any one element automatically amends all related records throughout the system.
- Fast, easy access to data from any point within the system minimises movement between files.
- Archive management – retrieval and full archive search facilities
- Global Update facility allowing the simultaneous update of multiple records & global settings across divisions.

CLIENT/CANDIDATE ACCESS

- **Troy Client Access** – Allows clients to access your Troy database to post own vacancies and monitor assignment progress.
- **Troy Candidate Access** – Allows candidates to access your Troy database to update their details and availability.

FEATURES STANDARD IN ALL TROY ENTERPRISE RANGE OF PRODUCTS:

- Enterprise-wide scalability.
- Freedom to choose your preferred database strategy and network environment.
- Internet connectivity for publishing jobs and receiving responses.
- Language and terminology independence.
- Ability to customise & configure Troy to suit the way you work .
- Remote access via Internet browser without compromising speed or performance.
- Integration to a wealth of popular third party products.
- PDA synchronisation (PDA Client software available as optional extra)

TECHNICAL SPECIFICATION

Troy Enterprise uses thin client technology to bring people and information together. The system delivers outstanding performance and flexibility at the desktop across local and wide area networks and the Internet. Troy Enterprise delivers enterprise wide scalability.

Troy Enterprise 'Permanents' incorporates an open database technology that is geared to optimisation of mission critical database systems such as MS SQL Server, Oracle, MySQL and Sybase. The client interfaces, supporting Microsoft Windows workstations, are independent of the server environment or platform whether these are Unix, Windows Server or any other TCP/IP compatible networks. The system fully supports ODBC 2 and 3 allowing full integration with backend systems.

CUSTOMER SERVICES

Once we have designed and delivered your system, we continue to offer you the highest standards of support. All our after sales services are flexible and customisable providing service that suits your particular needs. Support services are as follows:

- **Hotline Telephone Support**
- **Project Management & Consultancy Services** - Advisory Programmes for getting started, Business Analysis & Project Planning, Project Management & Implementation.
- **Training Services** – every course can be tailored to meet your particular needs. Our courses cater for all levels of ability.
- **Super-User Programme** – a dedicated resource to manage the on-going implementation and technical support in-house.
- **Upgrades** – regular enhancements which are driven by our clients' needs.
- **Remote Dial-up Support** – instant access to the desktop to support services anywhere in the world.
- **Extended Support Services** – troubleshooting, installation and customisation services and more...

TROY ENTERPRISE VERSIONS

This product is available in either TroyInABox (1 to 5 users) or standard Troy Professional / Troy Corporate multi user versions of Troy Enterprise.