Bullhorn for
Clerical & Light Industrial

Bullhorn One Implementation Playbook

Bullhorn®

Introduction

Your step-by-step roadmap to a successful Bullhorn One implementation

This guide is designed specifically for clerical and light industrial staffing firms that are preparing to implement Bullhorn One. Implementing a new system of record is a significant investment, both in time and resources, and this guide walks you through the entire journey, from building the right team to managing data migration, integration, testing, and change management.

With Bullhorn's proven implementation approach and extensive experience supporting over 30 light industrial firms to implement Bullhorn One, this guide delivers both strategic insight and tactical steps. You'll also hear directly from industry leaders who've completed successful Bullhorn One implementations; they'll share advice on what to prioritize, how to stay on track, and when to lean on your Bullhorn partners.

Whether you're preparing for a major system migration or upgrading to Bullhorn One, this guide will help you plan effectively, manage risk, and deliver a solution that meets the fast-paced needs of clerical and light industrial staffing.

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Navigating your Bullhorn One implementation: *What phases to expect*

Implementing Bullhorn One is a strategic process designed to optimize your staffing operations while ensuring a smooth transition. The implementation journey typically involves the following key stages:

1 **Workflow Enablement:**
This foundational phase ensures that Bullhorn One is tailored to your unique business operations. Bullhorn Consultants will serve as strategic partners, guiding you through your live system to understand best practices and configure your system to blend the best of your company DNA with Bullhorn best practices used by high-performing, high-volume light industrial clients.

2 **Data Migration:**
A successful data migration is critical for long-term system adoption and success. This is one of the most important steps and often takes the most time. It is vital during the pre-sales process to understand all the sources of data leveraged by your team.

Pro tip: Start gathering sample data early to identify inconsistencies or legacy issues that may need resolution.

3 **Integration:**
Seamless integration with your back office system is essential for operational efficiency. This stage focuses on establishing the connections that keep your front and back office in sync.

4 **Testing:**
Thorough testing minimizes go-live risks and ensures your business operations continue smoothly. Bullhorn will concierge all the testing with your team. The goal of testing is to first test key segments to allow for agile changes and final end-to-end testing that ensures a successful parallel test of payroll and billing.

5 **Change Management and Training:**
Adopting a new system is as much about people as it is about technology. Engaging a dedicated internal lead, or partnering with our change management experts, can help shape the right strategies to support your team, encourage adoption, and ease the transition.

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The team behind a successful implementation

To ensure a smooth and successful implementation, especially in the fast-paced world of clerical and light industrial staffing, you'll need to allocate the following key resources. These roles are essential for keeping the project on track, and making sure your Bullhorn One solution is designed with the unique needs of your business and workforce in mind. Given the high volume, rapid turnaround, and compliance-driven nature of clerical and light industrial staffing, having the right people involved from the start will help ensure the system supports operational efficiency, accuracy, and frontline usability.

Staffing your implementation team

Governance and leadership roles

- **Executive Sponsor:** The executive sponsor regularly checks in with the project team at predefined intervals to provide guidance and support, while also stepping back to ensure the project remains strategically aligned with broader organizational goals and that overall stakeholder engagement and team morale remain healthy.

- **Steering Committee:** The steering committee should consist of high-level executives or key stakeholders and provide strategic oversight for the project. This includes providing guidance on critical matters such as company policy, organizational objectives, budget, and resource allocation. The committee also plays a pivotal role in removing organizational or procedural roadblocks that could impede progress, ensuring the project stays on track and aligned with enterprise priorities.

- **Decision Makers:** This decision-making group is a cross-functional team of senior leaders and key stakeholders responsible for guiding the implementation project toward successful delivery. They provide timely direction on critical issues, approve major milestones, manage tradeoffs between scope, budget, and timeline, and ensure alignment with organizational goals. This group also serves as an escalation point for risks and decisions that exceed the project team's authority.

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Execution and delivery roles

- **Project Manager:** A dedicated project manager (PM) is essential to oversee the entire end-to-end implementation process. This should be a full-time role, someone whose primary responsibility is to oversee the entire implementation. Rather than pulling limited capacity from your internal team, consider investing in an external PM with relevant expertise. Bullhorn can help you source a project manager with deep experience implementing Bullhorn One.

- **Business Analyst:** The business analyst (BA) will ensure Bullhorn One meets your staffing firm's business requirements. This individual will help gather, analyze, and document current processes and future state needs. The BA will also help facilitate test case development and user acceptance testing. Their work is especially valuable in identifying business process improvements and ensuring stakeholder alignment throughout the implementation.

- **Sales & Recruiting SME:** A subject matter expert (SME) consultant from sales and recruiting plays a key role in shaping a Bullhorn One implementation to allow the front office to be successful. This representative provides valuable input during project workshops, helps guide system configuration, and helps validate data migration. They will also participate in parallel system and end-to-end testing to ensure the solution supports real world sales and recruiting workflows. Their feedback helps ensure the system is intuitive, aligns with the day-to-day of a sales person and recruiter, and supports adoption across the broader team.

- **Payroll & Billing SMEs:** A SME consultant from payroll and billing can help ensure Bullhorn One supports accurate and efficient middle office operations. This representative contributes critical input during design and configuration sessions, attends project workshops, and helps guide system configuration. They play a key role in validating financial workflows, ensuring compliance with payroll, invoicing, and reporting requirements, and actively participating in data migration validation, as well as parallel system and end-to-end testing.

- **Testers:** A group of employees, approximately 7% of your staff, will participate in User Acceptance Testing (UAT) sessions. These individuals will help validate that the system functions as intended. Their responsibilities will be to execute test cases, identify bugs or gaps, and provide feedback on usability. Ensuring a diverse group of end users ensures the solution meets the needs of different roles across your light industrial staffing firm and supports a smoother go-live.

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Time investment for execution and delivery roles

The time investment will vary by role and by project phase, as different team members will be more involved at different points in the implementation. Some roles, like the Project Manager or Business Analyst, will be engaged consistently throughout the implementation, while others, such as SMEs and Testers, will have more focused involvement during specific activities like design, configuration, and testing. That said, the approximate time commitment for each role across the project lifecycle is outlined below to help with planning and resource allocation.

	🕐 *Weekly hours*
Project Manager	*30-40*
Business Analyst	*35-40*
Sales & Recruiting SME	*10-30*
Payrol & Billing SME	*10-40*
Testers	*5-10*

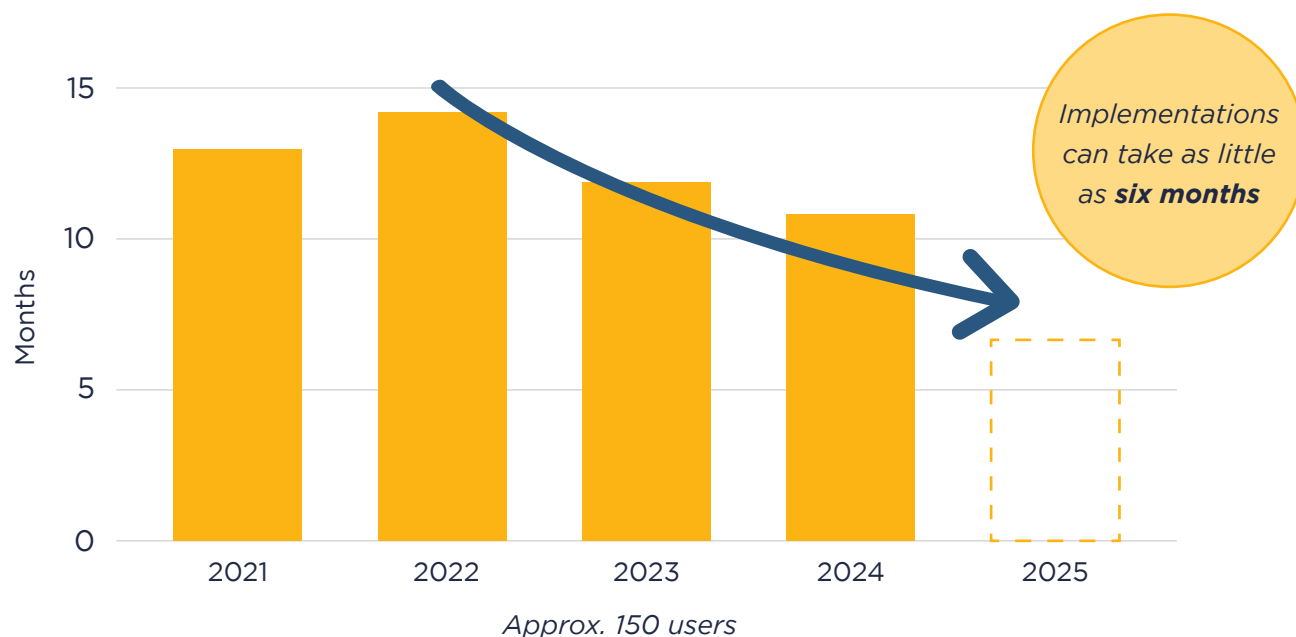Bullhorn for
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Implementation timeline

Implementing a solution like Bullhorn is a strategic, long term investment. Because it's designed to serve as your system of record for the foreseeable future, it requires careful planning and time to ensure it's fully aligned with your business needs.

While some competitors may offer quick implementations that take just a few weeks, it's important to understand what this can imply. Rapid rollouts often mean one or both of the following:

1 You'll need to dedicate a significant amount of your internal resources to the process, potentially diverting attention from other business priorities.

2 The solution may lack the scalability and robustness required for long term growth, leading to the need for another system replacement soon down the line.

Implementations with Bullhorn are designed to be thorough, yet efficient. For example, a clerical and light industrial staffing firm can often complete implementation in as little as six months. Proper preparation and engagement are critical to staying on schedule and ensuring a smooth transition.

*Implementations can take as little as **six months***

Approx. 150 users

Average implementation timelines for light industrial staffing firms

Over the past several years, Bullhorn has developed detailed playbooks that prioritize implementing your most operationally critical processes first. This approach enables you to get up and running faster than ever while building a strong foundation for future growth. Throughout the entire process, Bullhorn acts as a true partner, guiding you, answering questions, and adapting as needed.

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Essential steps to keep your implementation on track

To successfully migrate your team over to Bullhorn, it's important to be well-prepared and understand the key steps involved in the process. You'll need to:

1 **Build the right team:**

Assembling the right team to support the implementation is critical to its success. Your core team should be small, focused, and empowered to make decisions. This team will collaborate closely with your Bullhorn team to finalize and tailor Bullhorn One to your light industrial staffing firm's needs.

Pro tip: As a general guideline, involving about **5 to 7% of your staff** in this team ensures you have the right mix of expertise and representation.

2 **Gather data early:**

Make sure to provide a complete, up-to-date copy of your data at the start of implementation kickoff. This will allow the Bullhorn team to begin data analysis, identify potential issues, such as duplicates, formatting inconsistencies, or missing fields), and ensure a smooth migration process. Early access to data also helps configure Bullhorn One to your specific needs and reduces delays later in the project timeline.

3 **Identify decision makers:**

Clearly designate key decision makers for the implementation project, ideally no more than two individuals: one representing the front office, and one for the middle office. Having too many decision makers can slow down the process and make it difficult to reach consensus. While the steering committee can provide input and help weigh pros and cons, there should be a single empowered decision maker for the front office and the middle office. A small, focused team will help make quick decisions and keep the implementation on track.

4 **Create a change management strategy:**

Implementing a new system of record like Bullhorn One requires a structured approach to guide your team through the transformation. Begin by designating a dedicated change management lead responsible for overseeing training and supporting your team through the transition. Bullhorn offers a concierge service to assist with this process, including delivering live training sessions tailored to your light industrial staffing firm.

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However, training is just a component of change management. [Conquering change management](#) encompasses several key elements:

- **Understanding the change process:** Recognize that change follows a predictable pattern—forming, storming, norming, and performing. Without structured management, teams may remain stuck in the 'storming' phase, leading to frustration and inefficiencies. A well-defined strategy helps accelerate progress to the 'performing' stage.

- **Project ramp-up and kickoff:** Start strong by identifying key stakeholders, establishing a guiding coalition, and clearly communicating the vision for change. Using a RACI (Responsible, Accountable, Consulted, Informed) framework can clarify roles and create accountability throughout the transition.

- **Design and build:** Address potential friction points early by engaging SMEs to document challenges and develop mitigation strategies. Create a comprehensive change plan that includes a communication strategy, training roadmap, and feedback mechanisms.

- **Testing:** Before full deployment, conduct rigorous testing with key front office and middle office users to gather feedback, refine processes, and ensure alignment with business objectives.

- **Go-live preparation:** Build excitement through a multimedia communication campaign that reinforces the benefits of Bullhorn One. Transition SMEs into champions who can advocate for the new system and provide real-time feedback.

- **Go-live and beyond:** Launch with a structured feedback loop to track adoption, address concerns, and celebrate quick wins. Continue to monitor and support your team post-launch to ensure sustained engagement and identify any emerging challenges.

By embracing a structured change management approach, clerical and light industrial staffing firms can minimize resistance, increase engagement, and accelerate the adoption of Bullhorn One, paving the way for long-term success on the Bullhorn Platform.

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Implementation tips from light industrial staffing firms

Roughly 50% of recent Bullhorn One adoptors came from a leading competitor in the light industrial staffing space. And with over 30 light industrial staffing firms successfully implementing Bullhorn One in the last five years, Bullhorn has gathered valuable insights from leaders who've seen the platform deliver real value. Here are some top tips and takeaways from those who've done it:

1   ### Define your north star early.

"You have to have a North Star. You have to have an idea of what the end result is going to be and then be able to justify why the tool is going to get you there, and don't deviate from your end goal."
– *Chief Operating Officer, NSC*

Establishing a clear vision from the beginning ensures alignment and helps drive decision-making throughout the implementation process.

2   ### Be realistic with your expected timeline.

"We had a really great implementation experience with Bullhorn. Our team at Bullhorn did an amazing job of supporting us throughout the implementation. Timeline wise, we hit pretty much exactly what we thought we were going to do."
– *Director of Operations & IT, Malone Workforce Solutions*

A well-planned and collaborative timeline can lead to seamless execution. Clearly communicating with your Bullhorn team is key.

3   ### Dedicate the right internal resources and lean on your Bullhorn team.

"Having that partnership with Bullhorn was tremendous through [the implementation] process, because a typical implementation or database migration at our scope would take anyone else 12 to 18 months. We did it in less than six months. And having the right internal resources and the right partnership with Bullhorn is the only reason we were able to get it done in such a short period of time."
– *Chief Operating Officer, NSC*

A strong internal team combined with a trusted partner like Bullhorn can significantly accelerate an implementation.

4   ### Stakeholder engagement = higher adoption

"Making sure that you work with and that you're catering to [important] stakeholders, is ultimately going to drive adoption of the tool." – *Implementations Lead, CEIS*

Involving and addressing the needs of key stakeholders throughout the implementation is essential to drive successful adoption of Bullhorn One.

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Conclusion:
Implementation is only the start

Implementing Bullhorn One sets the stage for long-term operational efficiency, compliance, and growth.

Here are the most important takeaways to ensure a successful outcome:

- **Start with strategy.** Align early on your vision for the system, and use that as a filter for every decision along the way. Your north star should guide system design, testing, and adoption priorities.

- **Build a strong team.** Your internal team is just as important as your technology vendor. Invest in the right people: a Project Manager, a Business Analyst, SMEs, and give them the bandwidth and authority they need to be successful.

- **Don't underestimate change management.** A system is only as good as its adoption. Training, communication, and organizational alignment must be woven into every stage of the project to avoid resistance and ensure rapid ROI.

- **Leverage your Bullhorn partnership.** Bullhorn is not just your vendor, we are your technology partner. Work collaboratively, ask for guidance, and stay engaged throughout. Our expertise in light industrial staffing workflows can significantly accelerate your success using Bullhorn One.

- **Prepare your data and processes early.** Clean, consistent, and complete data ensures a smoother migration. Documenting processes before implementation also accelerates decision-making and minimizes rework.

By following the guidance outlined in this guide and learning from firms who've already walked this path, your light industrial staffing firm will be well-equipped to implement Bullhorn One efficiently, building a strong foundation for future innovation, scalability, and success.

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