



Custom Tech at Scale

How Raise delivers for the
College Board's SAT program



Each year, to run their SAT program around the globe, the College Board requires more than 50,000 temporary staff across 180 countries.



The SAT, a standardized test widely used for college admissions in the US, is offered around the world seven times annually. **To administer these tests, the College Board uses temporary staff** who must be onboarded and paid for the work they do to run and supervise these tests across 7,500 global institutions.

After using the same provider for more than three decades, the College Board transitioned all their temporary staff to Raise in mid-2024. **The College Board wanted a vendor who could:**



Develop customized tech to deliver an enhanced experience at scale for all staff



Improve reporting and transparency



Be a true strategic partner

Here is a look at how Raise delivered on all three fronts for the College Board:

Customized tech stack:

Raise stands out as one of the few workforce deployment companies in North America with a dedicated in-house tech team. These experts design, integrate, and innovate digital tools that streamline connections with candidates and contractors, ensuring seamless and efficient services for our clients.

To meet the College Board's unique needs, we redesigned and customized our contractor app to deliver a digital solution that could onboard and pay thousands of temporary staff – quickly and compliantly.

Onboarding:

A great onboarding experience strikes the perfect balance between efficiency and compliance.

Partnering with the College Board, we designed and built an app that could compliantly onboard temporary staff in mere minutes. With our mobile-friendly onboarding app, everything from contract signing, to health and safety training, and payment setup is all in one place.

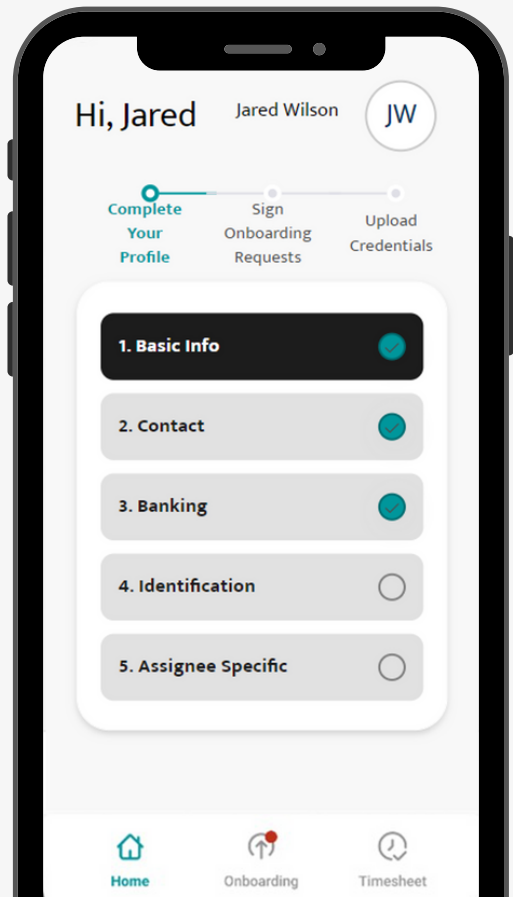
Knowing the importance of on-demand support throughout onboarding, our app also features instant assistance, and 24-hour global support.

“ Love this - every company should have an online onboarding option. I tip my hat to whomever invented this.

College Board Staff

In just 24 hours, we successfully onboarded 1,102 people for the College Board!

Over five months, we onboarded more than 50,000 workers and collaborated with more than 7,000 test centers.



Payments:

As the EOR for the College Board, we also need to ensure tens of thousands of staff are paid for each SAT administration – and paid on time. With temporary staff across more than 180 countries requiring paychecks, this can seem complicated and overwhelming.

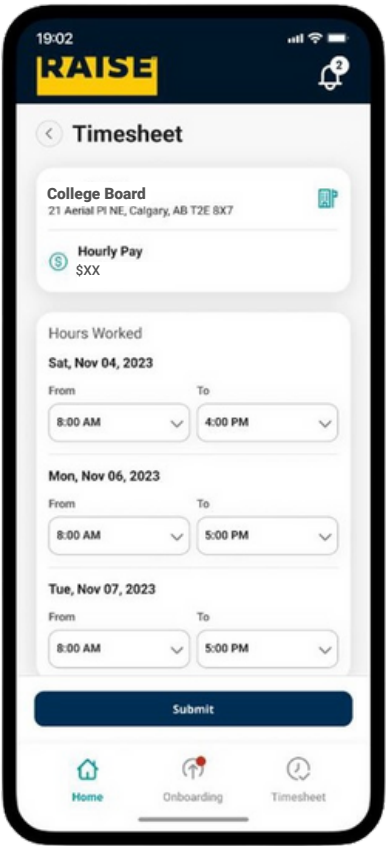
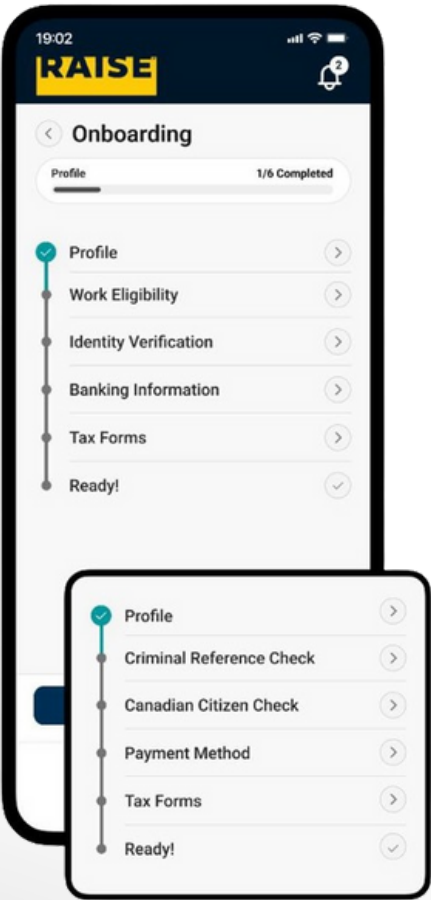
But not with Raise.

Timesheet submissions and approvals are done right in the app. Temporary staff are sent automatic reminders, submit their time sheets, and track their payment status from their phones. Quick and seamless – just like checking in for a flight!

Since taking over payments, 99.9% of workers have been paid on time!

“ You guys are the fastest and most efficient international bill settlement form I have ever experienced in the last 14 years. It is a pleasure working with you. I wish your way was the norm.

College Board Staff



Transparent Reporting:

Transparency is an essential part of how Raise does business – trust and communication are the foundation of strong relationships.

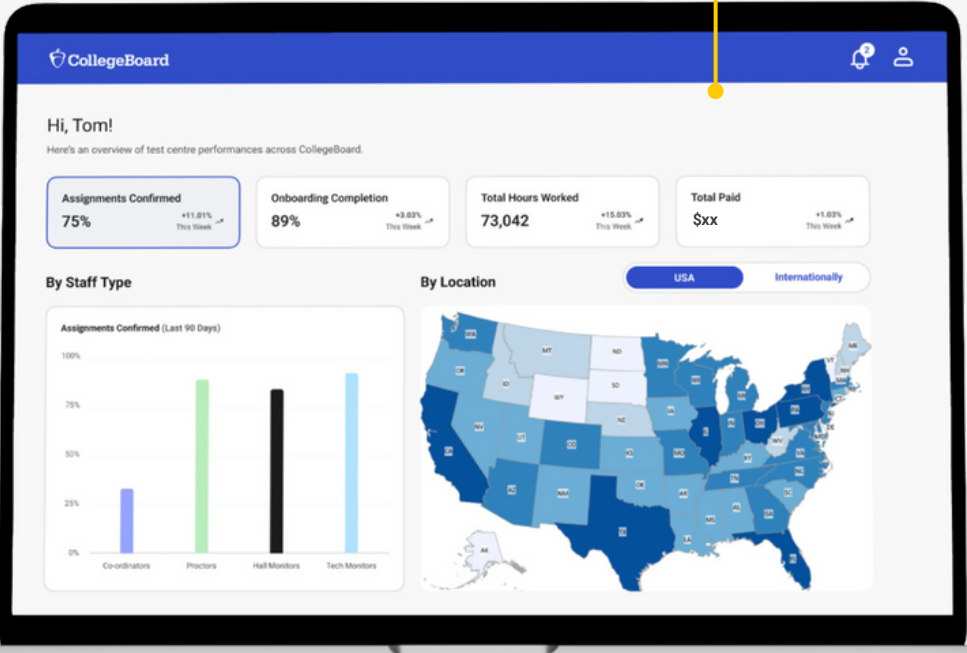
We developed custom real-time dashboards for the College Board. These dashboards present numerous KPIs related to onboarding, support, and payments. Not only can the College Board sign in and view these dashboards at any time, but we proactively provide these in daily emails.

In this way, the College Board always has clear insights into our services, keeping us accountable to consistently high standards.

99.9% of payments on time.



49% of workers were onboarded in less than one day.



Our partnership approach



A cornerstone strategic objective when working with our clients is consistent account management, leading to continuous improvements.

The Raise College Board team is a disciplined, results-driven team that is dedicated to servicing the life cycle of our business relationship. This team meets regularly and frequently with the College Board, both reactively and proactively.



This team includes:

- ✓ A dedicated Account Manager who ensures all of the College Board's objectives are understood, communicated and met by our team.
- ✓ A team of dedicated support staff that is available 24/7 to help temporary staff with any questions relating to onboarding and payments.
- ✓ And behind the scenes is our tech team, and senior leadership who connect directly with the College Board to ensure effective communication and accountability, align our services for future program growth and vision, and solve any escalation matters.

The feedback we have received from the College Board is extremely positive—they enjoyed a worry-free and painless transition, and remain impressed by Raise's level of care, collaboration, ease, and delivery of efficient services.



This is what Odin Moody, Lead Client Sponsor at the College Board said about Raise:

Raise is an incredibly transparent and collaborative partner that is easy to work with. They've worked hard to understand the College Board's specific needs and tailored a custom solution that is scalable and already delivering results for our SAT program. The knowledgeable support they provide has also led to greater efficiencies. I fully recommend them as a partner to their future clients.



Ask Tim how our EOR services powered by custom tech could work for you:

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