

Case Study



Midway Staffing's CTO Chooses IntelAgree Again to Build Multi-State Contract Infrastructure

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- Jonathon Thompson, CTO, Midway Staffing

Company

Founded in 2015 and headquartered in Hillside, Illinois, Midway Staffing is a light industrial staffing firm providing temporary, part-time, and full-time placement services across 21 locations in 12 states. The company places more than 5,000 employees per week and serves over 225 clients.

Overview

Choosing a contract management platform is a big decision. Choosing the same one a second time, at a different company, is a statement. Jonathon Thompson (JT), Chief Technology Officer at Midway Staffing, had already been through an IntelAgree implementation at a previous employer when he arrived at Midway Staffing and found contracts managed through PDFs and Word documents with no central system in place.

Rather than start a new vendor search, JT brought IntelAgree with him. With IntelAgree, Midway Staffing built a scalable contract

Key Results

- Built 5 contract templates with 3 more in development to support multi-state operations
- Onboarded approximately 15 users across five departments: sales, legal, HR, compliance, and IT
- Integrated contract management directly into Bullhorn to eliminate portal-hopping

operation including a searchable repository, automated workflows, and standardized templates that could handle multi-state staffing agreements. The team now has five templates in production with three more in development, approximately 15 users across sales, legal, compliance, and IT, and a contract workflow that lives inside Bullhorn, the company's core ATS and CRM.

Challenges

- Contracts stored as scattered PDFs and Word documents with no centralized repository
- Fully manual workflow for contract approvals, redlining, and signature capture
- Limited visibility into pipeline activity and downstream business obligations

Solution

From First-Time User to Plug-and-Play: Why a Repeat Customer Chose IntelAgree Again

When JT joined Midway Staffing as CTO, the company's contracting process was entirely manual. Contracts existed as PDFs and Word documents, tracked outside of any management system. There was no central repository, workflow automation, or way to track approvals, redlines, or signatures.

But JT had implemented IntelAgree at a previous employer, seen it work, and arrived at Midway Staffing with a clear picture of what the company needed and how to get there.

"The second time around, having known IntelAgree, seen IntelAgree, and been through the process, it was very much plug-and-play," JT explained. "I knew what to expect. I knew the playbook."

Where JT's first IntelAgree implementation had been an introduction to a new system and a new way of working, the second one was

something closer to a reunion. IntelAgree's implementation team brought a structured project plan, a defined cadence of meetings, and scoped discovery sessions tailored to Midway Staffing's specific workflows.

"The implementation process was very organized and came in on time and on budget," JT said. "The teams are experienced and the pricing is reasonable."

Today, JT regularly advocates for IntelAgree at CTO meetings and Bullhorn user groups. "It kind of speaks for itself that I'm a repeat customer," he added. "I'm a proponent of IntelAgree and its functionality and its Bullhorn integration. I love it."

Keeping Users Where They Work with IntelAgree's Bullhorn Integration

For a staffing company, the ATS/CRM is the center of gravity for daily operations. Sales reps, recruiters, and compliance teams live in Bullhorn throughout the day, and JT's philosophy as CTO is to keep them there.

"I don't want our users going to separate systems," JT said. "It's a very disjointed user experience when they have to juggle multiple tools to do different tasks."

IntelAgree's Bullhorn integration lets Midway Staffing's team initiate contracts and view and review completed agreements directly from a Bullhorn card without a separate login or portal-hopping. "As a Bullhorn user, I don't think there's any better product for contract management," JT said.

The integration also gives Midway Staffing visibility beyond contracting. When a contract is initiated, the team gets an early signal that

new business is in the pipeline — prompting rate sheets, workers' comp discussions, job titles and markups, and credit and risk approvals to start moving before the agreement is even executed. "The contracting process gives us visibility to what's on the horizon and how to prioritize," JT said.

From Spreadsheets and Shared Drives to a Centralized Contract Operation

Many companies implement a contract management system because they've already outgrown their current process. JT took a different approach. When he joined Midway Staffing, the company was just expanding into new states, adding headcount, and onboarding new clients, so he made the call to build the infrastructure ahead of it.

"This is why we bought IntelAgree — to establish the baseline, get trained, and have this in place for when we grow more," JT said.

Midway Staffing started with five templates, primarily covering Illinois, where the majority of its business operates, along with state-specific templates for Arizona. As the company expands geographically, three more are in

development: a national accounts template, a standard all-states template, and a California-specific template, supplemented by state-specific partials and addendums.

Adoption has been an equally deliberate effort. With approximately 15 users spanning sales, legal, HR, compliance, and IT, JT describes the rollout as iterative — retraining, reinforcing system usage, and onboarding new hires like the company's recently appointed legal officer. Getting everyone aligned takes coordination, but JT believes the upfront investment pays off.

"Having a dedicated cross-functional team that can be responsive and that understands the business is critical when implementing a platform like IntelAgree," he advised. "If you do it right the first time, then you don't have a lot of rework."

As Midway Staffing looks to double its contract volume by mid- to late-2026, JT sees IntelAgree's self-service administration as a key part of staying agile. "We don't have to rely on IntelAgree's support team for everything," JT said. "We can learn the configuration, learn the administrative side of it, and do much of this on our own."

Ready to Accelerate your Contract Management?

Schedule a demo to learn more.

www.intelagree.com/demo