

### Results at a Glance

#### Problem

Too many IT staffing vendors were underperforming and too costly.

#### Solution

Reduced the number of vendors from 50 plus to a more manageable 13. Technisource took full advantage of an opportunity to prove itself and join the ranks of the elite preferred vendors.

#### Benefits

The client has reduced its IT recruiting costs by relying on a smaller set of vendors under a well-designed Preferred Vendor Program. Technisource continues to play a major role with the client receiving high praise for its quality of services, meeting service levels and performance expectations, continual performance improvement, and consistently ranking among the top 5 vendors in terms of performance.

### Client Profile

Ranked in *Fortune's* top 25 of America's largest corporations, this firm is a diversified financial services company with 70 million customers and \$1 trillion in assets. It provides banking, insurance, investments, mortgage, and consumer and commercial financing.

### Business Problem

Contingent staffing costs were soaring primarily due to the lack of a well-conceived vendor management program to help direct its large pool of IT vendors. The client was becoming increasingly dissatisfied with the performance of many of its vendors in terms of the quality of candidates, the level of service they were receiving, and pricing.

### The Solution

After a rigorous assessment and an extensive RFP evaluation process, the client trimmed its number of IT consulting vendors to 12 and implemented a structured preferred vendor program that incorporated SLAs, standardized pricing, streamlined procurement, contract adherence, and increased performance visibility. Through ongoing conversations and previous relationships, Technisource became the 13<sup>th</sup> preferred vendor earning a 90-day trial period to demonstrate its capabilities in one of the client's key regions. Eight months later, the client granted Technisource another region and then two more a year and a half after that. Today Technisource is a preferred and prime vendor servicing all of the client's regions and geographic locations.

Since that time Technisource has effectively staffed extremely critical and visible projects and initiatives in all lines of the client's business including wholesale, lending/mortgage, corporate technologies, enterprise hosting, Internet Service Group, and others. Technisource was one of the top contributing IT vendors to assist the client on the largest integration project in the history of the banking industry.

Specific client projects have included fraud/risk management, business portal development, brokerage systems enhancement and conversion, payment management infrastructure, Internet services and online bill payment, customer identification, treasury management consolidation, home mortgage applications and many others.

### Benefits Delivered

Technisource has approximately 400 consultants currently engaged for this key strategic client, and has created a service organization headed by a Director of Strategic Accounts ensuring the consistent delivery of high quality services. A delivery team has been designed to service 23 client locations and consists of local Account Executives, national and local recruiting teams, and operations, with executive oversight from the Technisource president. The team meets weekly to review all aspects of service delivery and to assess opportunities for continual improvement.

The Operations Lead ensures operational excellence and provides a single point of contact across all service locations and consistency in such functional areas as reporting, payroll, billing, and consultant on- and off-boarding. A service blueprint communicates all service rules, key requirements, service levels, and metrics.

To retain its preferred vendor status, Technisource undergoes monthly and quarterly performance reviews that evaluate SLA compliance. Technisource is one of the client's top 5 vendors and continues to find ways to bring additional value to the relationship.