

Results at a Glance

Problem

The client struggled to find and retain qualified IT personnel. Their recruitment efforts were often lengthy and fruitless.

Solution

Technisource provided qualified IT candidates by:

- Developing accurate assessment criteria
- Leveraging their Technisource National Recruiting Center
- Thorough candidate pre-screening
- Ongoing management oversight

Benefits

- The Onsite Delivery Director approach facilitated communication and enabled a highly effective project management structure that increased client satisfaction.
- Provided stronger IT resources and improved job performance
- Reduced normal manpower costs and overtime costs
- Faster delivery of service with less client involvement.

Client Profile

One of the oldest financial institutions in the U.S., they are a leading global financial services firm with assets of \$2 trillion. They serve millions of customers in more than 60 countries and have more than 200,000 employees worldwide.

Business Problem

The firm struggled to find and retain qualified IT staff with the necessary experience and skills. There was no shortage of potential applicants but they encountered problems finding candidates that possessed the required skills and that were familiar with the requirements of the open positions.

The firm decided it was time to adopt another approach to fulfilling its IT manpower needs.

The Solution

Technisource leveraged its extensive staffing knowledge and expertise, coupled with an understanding of the client's needs to provide qualified IT personnel. The process began by identifying and developing comprehensive and effective candidate assessment criteria. With management's oversight, the Technisource National Recruiting Center was used to identify and pre-screen potentially qualified candidates.

An onsite Technisource Delivery Director works with the client's managers at each site to fully understand their needs. Over the years, Technisource has been involved in a wide variety of staffing assignments. For example, in 2005 the client asked if Technisource could help them build servers in their data centers (rack and stack). From ten positions initially filled by Technisource, the headcount grew to 29 in 2009, and maxed at 72 in 2010.

Benefits Delivered

By having an onsite Delivery Director Technisource made it easy for the client to more actively involve them - and increase their accountability. The Delivery Director participated in resource planning and was enabled to proactively develop a pipeline of qualified candidates. The Delivery Director provided immediate access to the client's managers - thereby improving response times. This project approach enabled a seamless process of on boarding, off boarding and the handling of other employee matters. This approach increased employee satisfaction and overall retention rates.

Technisource provided highly qualified candidates who improved job performance in such areas as reductions in system rebuilds and faster delivery times. By providing highly qualified personnel, the client was able to reduce its number of full-time employees by 55 thereby realizing a significant cost savings. Additionally, Technisource reduced the client's time involvement by presenting highly qualified candidates faster. The client's overtime costs have also been reduced. By closely managing the quality of service Technisource exceeded the client's expectations.