



Case Study

A national transportation company sought specialized industry candidate to resolve reporting deficiencies and develop documentation protocol

Client:
A National Transportation
Company

Industry:
Transportation

**Service Offering:
Staffing Services**
- Infrastructure Staffing Services



The Situation: This major transportation company specializes in the railroad industry. The company's Information Technology department is located in Jacksonville, FL, while the help desk resides in Baltimore. TEKsystems® is on the company's preferred vendor list.

The Challenge: The company was looking for an operator/scheduler to assist in recommending new resolution entries for the database. In addition, this person also needed to work with Scheduling Support to build resolution scripts, provide first-line support for both internal and external reported problems, and initiate and update problem tracking tickets to ensure that detailed documentation was properly captured, so recurring problems could be resolved.

The Response: As a premier provider of technology staffing and services, TEKsystems® was able to fill the company's immediate need for the operator/scheduler position. TEKsystems provided the company with the best candidate for the position in a timely fashion.

The Result: In addition to filling the scheduler/operator position, the company has repeatedly asked TEKsystems to fill its Information Technology requirements when in need of quality IT staffing. The ability to consistently provide the company with quality individuals in an efficient and timely manner led TEKsystems to achieve preferred vendor status.

The Technology: MVS/ESA, Microsoft® Windows® NT, UNIX, VMS, VTAM, Netview