



Case Study

National wireless communications provider fulfills requirements of vendor consolidation initiative with strategic partner by excelling in time-to-fill placement, efficiencies, and productivity

Client:

A Large Wireless
Communications Provider

Industry:

Communications

Service Offering:

Staffing Services

- Applications Staffing Services
- Communications Staffing Services
- Infrastructure Staffing Services



The Situation: A large wireless communications provider was consolidating its approved Information Technology Services vendor list. The client had been maintaining a service vendor base of over 100 companies, and needed to consolidate much of its spend to fewer vendors in order to gain efficiencies and synergies. The client owns and operates one of the nation's most reliable wireless networks. Over the past two years, the client has experienced significant customer gains, and maintained low customer attrition rates and high customer satisfaction.

The Challenge: With the onset of its vendor consolidation initiative, the client began searching for reliable and experienced strategic partners to assist in multiple corporate endeavors. The client's large geographic presence dictated that these partners have a nationwide footprint, and a responsive and consistent recruiting force. The strategic partners also needed to thoroughly understand the client's overall business strategy in order to efficiently respond to the client's staffing and project needs.

The Response: TEKsystems® had been providing staff augmentation services as a Tier 1 vendor to the client's Network Communications division for the previous eight years. In 2005, the client issued two RFPs to consolidate both its IT and Network Communications vendor lists. Through the RFP process, TEKsystems was accepted as a Tier 1 Mandatory vendor for the client's IT division, giving TEKsystems the ability to assist with every national IT staff augmentation need. TEKsystems' vast experience and knowledge of the client's organization, as well as its nationwide presence, has led to the placement of more than 60 IT resources at client sites across the country. TEKsystems is extremely well-versed in the client's staffing needs, business culture, and company dynamics, and has outperformed the competition in successful placements and market share growth spanning the last three months of 2005 and first three months of 2006. While the vendor consolidation activities continue, the client has engaged TEKsystems on a number of additional projects, including the placement of a significant number of resources in its West Coast call center. TEKsystems is now the prime alternative to the client's internal Human Resources department to provide Tier 3 Helpdesk Technicians in this center.



The Result: In many ways and on several levels, TEKsystems has proven its value as a strategic partner. The client's vendor reduction activities have led to increased efficiencies and productivity, and have resulted in the implementation of volume vendor discount schedules across both the IT and Network Communications divisions. A smaller base of large service vendors gives the client better control and the ability to execute specific Service Level Agreements that would not be possible with a larger group. As a premier provider of technology staffing and services, TEKsystems' partnership adjusts as necessary to align itself with the client's changing business needs. TEKsystems' full suite of IT and communications services have also been of client interest and TEKsystems is currently poised to offer services beyond staff augmentation from its Component Services groups. In the last eighteen months, TEKsystems has grown from being ranked among the top twenty vendors within the client's IT division to becoming one of the largest.

The Technology: TEKsystems works with one of its Workforce Management Services partners to implement technology to monitor all phases of the recruiting, submittal, and placement process. The data gathered from this tool provides a valuable look at TEKsystems' overall performance and identifies areas that could be enhanced.