



## Case Study

### Process and cost management program secures aerospace manufacturer's competitive positioning

**Client:**

A Major Aerospace  
Manufacturing Company

**Industry:**

Manufacturing

**Service Offering:**

**Workforce Management Services**

**Staffing Services**

- Infrastructure Staffing Services
- Communications Staffing Services



**The Situation:** A major aerospace manufacturing company was looking for an outside source to assist with their Enterprise Help Desk. Callers often required assistance with computer software or hardware, printers, projectors, and phone issues. The client struggled to drive efficiency, compliance, visibility, and cost management when it came to the contingent labor needed to support the help desk. In order to stay competitive in the industry, the client sought continued process improvement as well as cost reductions.

**The Challenge:** The client required an outside resource that could focus on the procurement and management of contract labor across two locations.

**The Response:** As a premier provider of technology staffing and services, TEKsystems® presented its Workforce Management Services®. The program was deployed at a localized level, eliminating the complexities involved with enterprise-wide decisions. This provided for better visibility into how much the client was spending on contingent labor on a daily, weekly, monthly, and yearly basis as well as overtime hours. It allowed the client to take advantage of its individual purchasing power to ensure they were getting the best resources for the money spent. WMS also assisted the client by saving time with the hiring and on-boarding process of Technical Professionals. Tasks associated with time collection were either reduced or eliminated, which allowed local managers more time to focus on their core responsibilities.

**The Result:** TEKsystems Workforce Management Services streamlined the entire process of acquiring Technical Professionals to support the new business model for this aerospace manufacturing company. The client was able to make better decisions and forecast spending, allowing them to save both time and money. Local managers were able to monitor performance for the current Technical Professionals to verify that they were receiving quality talent from TEKsystems. The overall hard dollar savings the client obtained by using TEKsystems was greater than 30%, and the contract was extended for two years.