



## Case Study

Merrill Lynch, a leading financial management and advisory company, selects TEKsystems® as one of 20 approved vendors and Vendor of the Year

**Client:**  
Merrill Lynch

**Industry:**  
Financial Services

**Service Offering:**  
**Staffing Services**  
- Applications Staffing Services  
- Infrastructure Staffing Services  
**Component Services**  
- Asset Inventory Services  
- Internal/External Inventory Services



**The Situation:** As one of the world's leading financial management and advisory companies with offices in over 30 countries and territories, Merrill Lynch recognized it had too many suppliers and needed to reduce its preferred supplier population. Merrill Lynch's goal was to reduce its preferred vendor list from 80 suppliers to just 20.

**The Challenge:** When reducing the preferred vendor list, in addition to considering the quality of service and the skill sets vendors could provide, geographic size and scope needed to be considered. Due to its vast number of locations across the nation, it was critical that Merrill Lynch narrowed its vendor list down to those vendors who would be able to provide support, regardless of location.

**The Response:** As a result of maintaining a position on the client's vendor list for many years already, TEKsystems, a premier provider of technology staffing and services, had developed a keen understanding of Merrill Lynch's corporate culture and company dynamics. These factors, combined with its large geographic national presence, enabled TEKsystems to maintain a position as one of the 20 approved vendors.

**The Result:** In addition to providing world-class customer service, TEKsystems sets itself apart from the competition in day-to-day interactions with the client for staffing services. Using its national presence and focus on customer intimacy as a foundation, TEKsystems has focused on building a national account delivery model for Merrill Lynch. TEKsystems has been listed as a preferred supplier with Merrill Lynch for the last 10 years, and has been the number one vendor in spend for the last four years.

In 2003 and 2004, TEKsystems was awarded Merrill Lynch's Vendor of the Year. Voted on by the client's managers, Technical Professionals, and the Technology Sourcing Group, this award was given in recognition and appreciation of TEKsystems' superior service and consistent performance as a partner in Merrill Lynch's Preferred Vendor Program. The voting process involved a survey of each vendor's performance on requirements, quality of Technical Professionals provided, and account manager's attention to the client's needs. TEKsystems scored outstanding in all areas involved.