



## Case Study

Large pharmaceutical company sought to stabilize work environment repeatedly jeopardized by high turnover of specialized IT professionals

### Client:

A Large Pharmaceutical Company

### Industry:

Manufacturing

### Service Offering:

#### Staffing Services

- Infrastructure Staffing Services

#### Component Services

- Education Services

- Web-Based Training



**The Situation:** A large pharmaceutical company had been using a conventional staffing firm to provide desktop support technicians for the maintenance of its day-to-day hardware and software operations. For several reasons, the company was experiencing a high turnover rate and, as a result of a lack of continuity, a breakdown in contractor unity. The technicians were responsible for supporting a large amount of proprietary software in addition to other Microsoft products, and the constant re-training of new employees was becoming expensive and time-consuming.

**The Challenge:** The client needed a service provider with the experience and resources to provide a stable working environment for its Technical Professionals, assuring they would be part of the team and reducing the high employee turnover. Technical Professional benefits and ongoing training courses were viewed as essential elements in meeting this goal. The client wanted highly experienced Technical Professionals who were aware of and sensitive to the pharmaceutical industry's wide array of end user personalities, and who took ownership in ensuring end user satisfaction. Without relinquishing complete control or paying typically high outsourcing rates, the client was looking for a company to take over its desktop support.

**The Response:** Being more than just a staffing company, TEKsystems® thoroughly understood the link between a Technical Professional's need to be a valued member of the team and a reduced turnover rate. As a premier provider of technology staffing and services, TEKsystems' extensive network of reliable and skilled IT professionals allowed for a quick identification and screening of a team of technicians who had worked with TEKsystems for years. As a member of the KnowledgeNet® Business Partner Program, TEKsystems was able to offer these professionals flexible, practical, and top-notch Web-based training, which they took as needed at their own pace. At the client's request, TEKsystems provided full benefits to each Technical Professional, further solidifying the team mentality.

**The Result:** What started as a team of six TEKsystems technicians has grown in the past six years to a team of thirteen, including one team lead. TEKsystems' help has saved the client close to fifty percent in training, production, and overall costs. The turnover rate has dropped significantly and the client has been able to rely on a team of technicians who have been on the assignment for an average of three years or more.

**The Technology:** Microsoft® products; Proprietary Software

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