



Case Study

Global leader in Information Technology services requires large team of certified professionals to manage 24/7 Product Development Center

Client:

A Global Information Technology Services Company

Industry:

Information Technology

Service Offering:

Component Services

- Support Services
- Consolidated Services Desk (CSD)
- Education Services

Workforce Management Services

- netCenter



The Situation: The client, a global leader in Information Technology services, won a global outsource contract with one of the largest automobile manufacturers in Detroit, MI. The scope of the engagement involved managing the customer's Product Development Data center on a 24/7 basis requiring more than 100 technical resources and resulting in more than \$70 million in annual revenue.

The Challenge: In the spring of 2004, the client was awarded the five year \$300 million contract. They began preparing for the transition of the data center operations contract in the early summer. They were tasked with identifying and hiring over 100 resources ranging from Project Management Office (PMO) to 24/7 enterprise service desk to administrative staff. As required by the Service Level Agreements (SLAs) set by the end customer, they were required to have qualified resources on-site by specific dates leading up to the official transition date. Many of the resources were required to have degrees and technical certifications depending on the role. The engagement also required that all resources be ITIL foundations certified. If the client did not meet the SLAs, they risked financial penalties or possible loss of the contract altogether.

The Response: Having worked with both the client and the end customer for years, TEKsystems®, a premier provider of technology staffing and services, was able to utilize its existing service agreements to facilitate resource planning activities. Leveraging a team of over 20 local recruiters, TEKsystems identified, screened, and hired more than 40 technical experts in a period of four weeks. The resources ranged from project managers with degrees and PMP certifications, to UNIX™ systems administrators with degrees and technical certifications, to first, second, and third shift technical support people. TEKsystems placed an on-site program manager to interact with the customer management team and manage the day-to-day activities including resource assessments, scheduling, on-/off-boarding, etc. In addition, TEKsystems Education Services developed an ITIL Foundations certification program to train and certify all of its employees. To manage time and expense tracking for all of its employees, netCenter®, a Workforce Management Services® tool, was used. This gave the customer the ability to manage their costs more effectively and efficiently.



The Result: The client met all of its hiring criteria on-time and within budget, ensuring a smooth transition for the end customer without disruption to business. Just as important, TEKsystems also assisted the client to achieve the SLAs with the customer. TEKsystems has trained and certified more than 75 TEKsystems and data center employees in ITIL Foundations, further assisting the customer with its SLAs. Furthermore, the presence and involvement of TEKsystems' on-site program manager and usage of the netCenter® Time & ExpenseSM tracking tool has allowed the customer's management team to focus on its day-to-day business operations and customer satisfaction.

The data center outsourcing engagement was the first significant contract won with this particular customer and its success was critical. The customer has since been awarded seven new enterprise-wide outsource contracts resulting in excess of \$700 million in revenue. TEKsystems has since been named a strategic partner for this particular end customer and has assisted with the execution of each new contract.

The Technology: The data center supports many different technologies for its customer. There are actually three locations totaling more than 375 servers which primarily run on UNIX (SolarisSM, HP/UX and IBM®) and Microsoft® Windows® operating systems (Advanced Server and 2000). The hardware is a mix of SunSM, HP, IBM, and EMC storage servers. The infrastructure is comprised of Cisco routers, hubs, switches, bridges, etc. The software supported includes Oracle® databases and applications; CRM applications such as PeopleSoft®, SAP®, and Siebel®; and thousands of engineering and proprietary applications.