



## Case Study

Merger forces leading provider of communications services to combine technologies, requiring highly skilled resources to assist with migration efforts

### Client:

A Leading Provider of Voice, Data, Security Solutions, and Voice over Internet Protocol (VoIP) for Business Customers

### Industry:

Communications

### Service Offering:

#### Staffing Services

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

#### Workforce Management Services

- netCenter

#### Component Services

- EF&I Solutions
- Wireline Services



**The Situation:** A leading provider of voice, data, security solutions, and Voice over Internet Protocol (VoIP) for business customers had recently merged with one of its local competitors. Both companies provided bundled communications services, including VoIP, for small- to medium-sized businesses across a 16-state region. The new conglomerate was poised to provide an even greater reach over its market segment, and needed to combine technologies from both companies into one comprehensive unit.

**The Challenge:** The merger between the two competitors brought many significant technology challenges. At the top of the list was the integration of each company's best practices into one efficient, more profitable system. The client needed a partner company with a communications background to assist in the migration, cleanup, and reconciliation of each company's current technology structure. This company would also be called on to assist with the successful completion of additional projects over a two-year period, including compliance with the FCC-mandated TRRO initiative. The client wanted the partner company to fully assimilate into its existing environment, allowing its staff to concentrate on day-to-day business activities.

**The Response:** As a premier provider of technology staffing and services, TEKsystems® had strong working relationships with both companies, and was therefore in a unique position to help. TEKsystems was well-acquainted with each company's business environment, and fully understood the impact that the individual merger projects would have on the merged entity. In mid-2004, the client decided to bring TEKsystems onboard for the project's duration. Leveraging its core competency of supplying skilled Technical Professionals in a timely manner, TEKsystems was able to recruit and place more than 90 Technical Professionals in the client's South Carolina, Tennessee, Georgia, and Florida markets to assist with migration efforts in 10-12 client groups. TEKsystems drew upon its national recruiting force to locate the right Technical Professionals for the engagement, bringing resources in from all over the country. Over the course of the project, TEKsystems' problem-solving capabilities were challenged and validated.



At one point, when it was apparent that a certain niche skill set in circuit cleanup would be difficult to find, TEKsystems recommended that junior Technical Professionals who could be trained be brought in at a lesser rate. Ten Technical Professionals were added to the group, and many of them are still there today.

**The Result:** TEKsystems' involvement in the many facets of the client's merger migration project was instrumental in saving the client both time and expenses. The augmentation of the client's current staff with TEKsystems' highly skilled Technical Professionals allowed the client to remain focused on its daily business activities. The insight and knowledge of the client's culture and environment helped TEKsystems find the right Technical Professionals for the job – even if they were not local – thanks in part to its solid nationwide recruiting force. Overall, TEKsystems' comprehensive understanding of the client's challenges led to the quick resolution of common project hurdles. The amount that TEKsystems' Technical Professionals helped the client save in backhaul costs will have a long-term effect on the client's bottom line. At the merger migration project's end, the client asked numerous TEKsystems Technical Professionals to remain onboard to assist with day-to-day activities. TEKsystems currently has 15 Technical Professionals on-site, and continues to respond with success to the client's ongoing requirement needs.

**The Technology:** As an additional value-add, TEKsystems worked with the client to implement netCenter®, its secure, proprietary, web-based business portal. The netCenter tool allows for the overall management of the TEKsystems contingent labor force, including the capture of information, reporting, and analysis of timecards and requirements. This service is free to TEKsystems' clients, and offers the opportunity to improve efficiency and performance, identify staffing spending patterns, and forecast the true cost of recruitment. With Technical Professionals spread out over multiple groups and locations, netCenter proved to be a valuable and efficient tool for the client, enabling expedited time sheet and expense collection and user-friendly payroll functions. The netCenter tool is still in use at the client site.