



Case Study

Information Technology organization within large local government sought assistance placing numerous Technical Professionals to help support their technology infrastructure

Client:

One of the Largest Local Governments in the United States

Industry:

Government Services

Service Offering:

Staffing Services

- Communications Staffing Services



The Program: An award-winning Information Technology organization within one of the largest local governments in the United States was looking for a partner company to assist with its Communications and Information Technology personnel needs. This group is responsible for the design, implementation, and support of the client's technology infrastructure, and includes network services, project services, enterprise systems, and a regional computing center. The network services unit maintains over 1,500 square miles of voice and data network systems supporting the local government's communications infrastructure. The project services arm delivers a multitude of technology solutions. The enterprise systems group provides around-the-clock support for the client's critical business systems environments running on the mainframe, open systems, and Microsoft® Windows® servers. In addition, the regional computing center provides a secure, controlled environment for the operation, monitoring, and maintenance of the client's computer systems.

The Scope: The support of a local government's infrastructure poses somewhat of a challenge. The diversified environment is constantly changing due to evolving standards and products that are used to deliver a wide range of public services. The client originally believed that outsourcing its entire communications group would be the best option, and asked TEKsystems'® EF&I Solutions, LLC® group to respond with a bid. After reviewing the scope of the outsourcing need, TEKsystems' EF&I Solutions group determined that the client would be better serviced by another vendor on a turnkey basis. However, the selected solutions vendor was unable to fully support the client, and the client revised its strategy and turned to TEKsystems, a premier provider of technology staffing and services, to step in to provide staff augmentation services to supplement their IS staff in conjunction with the other solutions vendor in 2001. In 2005, the solutions vendor went out of business, leaving the client with a serious issue relative to its responsibilities toward its business clients.



The Response: The client, already impressed with TEKsystems' ability to respond quickly and effectively with suitable telecom technical resources, as well as the quality of the Technical Professionals and relationships that TEKsystems had maintained in the client's data services and applications groups since 1998, changed the scope of its outsourcing need, and TEKsystems was able to provide an efficient response. Numerous requirements opened, and TEKsystems responded with its usual prompt and efficient client service. In addition to absorbing the vendor's consultants who had been left without a company to employ them, TEKsystems placed several telecom Technical Professionals including router technicians, general technicians, telecom coordinators, and technical data network specialists at the client site. TEKsystems even had success locating and placing a hard-to-find video streamer. Currently, TEKsystems has eight long-term assigned telecom professionals working in various groups at the client's location.

The Result: Since 2001, TEKsystems has effectively responded to the client's telecommunications requirements. As one of five approved vendors on the client's vendor list, TEKsystems maintains an exclusive relationship for telecom needs based on its understanding of the industry and the client's business model. TEKsystems' assistance with the client's day-to-day responsibilities and unique projects has helped the client meet project deadlines, and allowed it to focus on other business aspects. TEKsystems' dedicated telecom recruiters coupled with its developed and thorough screening process – including its comprehensive background checks – ensures that appropriate Technical Professionals are placed at the client's site. Regular communication by TEKsystems with its Technical Professionals ensures that TEKsystems remains involved and aware of any issues surrounding the Technical Professional. Since 1998, TEKsystems has placed more than 40 Technical Professionals in the client's data services, applications, and telecommunications groups, and continues to service the client's staffing needs.