



Case Study

Worldwide distributor sought skilled Technical Professionals to provide support with in-house development and maintenance of three software applications

Client:

A Worldwide Distributor of Services and Products for the Industrial, Safety, and Electrical Markets

Industry:

Transportation/Distribution

Service Offering:

Staffing Services

- Applications Staffing Services



The Situation: A worldwide distributor of services and products for the industrial, safety, and electrical markets decided to bring several of its key software applications back in-house under internal management for support and development. The client has more than 500 locations throughout the United States, Canada, and Mexico, and serves over 100,000 business-to-business customers. The client is part of a larger global corporation that offers distribution, solutions, and services to electrical suppliers and end users in the areas of product and brand marketing support, end user training, technical advice and support, and design and consulting services.

The Challenge: The client was spending a large amount of money outsourcing its critical business software applications and the value received by the client was not measuring up to the vendor's heavy expenses. The client decided to bring the development and maintenance of its three main software applications back in-house in order to maintain control and lower costs. By doing this, the client hoped to focus on its supply chain and cost structure, drive cost-effective IT solutions, and implement standard procedures throughout its organization. The three main software programs concentrate on the creation of a product information database, the customization of the client's distribution software, and the management of its content and product data application. Successful development and maintenance of these software applications is crucial to meeting the client's goals, and a partner company was needed that could deliver Technical Professionals to provide support and guidance in this new endeavor.

The Response: TEKsystems®, a premier provider of technology staffing and services, has been working with the client since 2003, and has cultivated a strong reputation for providing high quality Technical Professionals. The relationship that developed is based on trust related to the quality of these Technical Professionals, and TEKsystems' understanding of the client's culture and corporate dynamics. The client gave TEKsystems and another local vendor the opportunity to staff this major initiative. Using its Successful Placement ProcessSM and recruiting power, TEKsystems was able to provide more than 80 percent of the client's necessary temporary resources. Although recruiting efforts were



performed roughly three and a half hours away from the client site, TEKsystems was still more efficient than the local competition. In fact, the success stories with this client relationship significantly impacted TEKsystems' decision to open an office nearby in June 2007. This venture will allow TEKsystems to better support both current and future client needs.

For the client's projects, TEKsystems placed four mainframe resources, a Java/C# web programmer, a business data analyst, and a content specialist to assist with the client's three business-critical applications. TEKsystems also provided a senior program analyst to help with the conceptual development, design, and analysis of the product information database. Over the years, TEKsystems has had a number of other skilled professionals on-site with the client, including help desk resources, desktop technicians, Lotus Notes administrators, Java developers, mainframe programmers, and Technical Professionals to support mid-tier and front-end applications.

The Result: The client took significant strides towards controlling its finances by bringing the development and support of its critical business applications in-house. Through the testing and evaluation of best-practices, and the assistance of a valued partner to provide highly skilled Technical Professionals, the client has been able to implement standard procedures throughout its organization. TEKsystems' involvement has allowed the client's internal staff to focus on daily activities, and in some cases, move fluidly between their usual responsibilities and those of the projects. The client has exercised TEKsystems' right-to-hire option, and has consequently gained a number of highly-trained Technical Professionals who will be available for future projects. The two software applications that TEKsystems has assisted with almost exclusively are both on time and on budget. The client views TEKsystems as a true partner, and counts on TEKsystems to deliver high quality resources as these projects continue.

The Technology: CONTROL; SAS®; E-commerce; COBOL; IMS; CICS® (Macro Level programming); VSAM (file processing); MVS JCL (OS/390) and TSO usage (in IBM® Mainframe Environment); ChangeMan®; EDI; Warehouse Management Systems (DC Wizard, WhseLink or PkMS); .NET™, C# and/or Java™ programming language; Lotus Notes®; SQL; Oracle 10; SQL server; Microsoft® Windows® 2000 and 2003; AIX 5.3; VisualStudio.NET; C#; ASP.NET; VB Script; JavaScript™; HTML; ASP; Windows IIS 6; MQSeries®; XML; Visio®