



Case Study

Title insurance company sought technical talent with specific help desk software skills and ability to blend with corporate culture

Client:

A Mid-Sized Title Insurance Company

Industry:

Financial Services/Insurance

Service Offering:

Staffing Services

- Infrastructure Staffing Services

Workforce Management Services

- netCenter



The Situation: A mid-sized title insurance company was experiencing turnover on its help desk and struggling to find Technical Professionals who were a cultural match to its organization. In addition, the client had recently implemented a new remote access help desk tool in order to reconcile calls more efficiently. The client writes and supports the issuance of title insurance policies and also coordinates searches, title products, and closing services for its commercial customers. Many innovative and time-saving business tools are offered to focus on driving business through customer service to the client's lenders, agents, and insured customers. These tools include expedited underwriting services, updated forms and procedures, proprietary insurance policy software, customized technical solutions, and creative ways to promote the use of new coverages. With more than 150 end users working at the client's corporate headquarters, and 400 end users working from both internal and independent agencies, the client's new remote access help desk tool will result in the quicker resolution of trouble tickets.

The Challenge: The client's help desk analysts regularly speak with insurance agents and attorneys who are pressed for time and need solutions to issues quickly. The help desk had previously been answering trouble tickets only by phone, and the client saw its new software tool as a way to solve problems more effectively. Qualified Technical Professionals who also possessed the soft skills necessary to interact with the client's end users were extremely important. The client's proactive environment encourages teamwork, leadership, and creativity, and the client wanted a partner company that would take the time to fully understand its culture and screen candidates accordingly. In essence, the client was looking for a partner that would be an extension of itself. In addition to being personable and outgoing, the help desk professionals that the client was searching for needed experience using and supporting a remote access tool such as HEAT® or Remedy®. This would enable them to quickly adapt to GoToMeeting®, the client's new help desk software tool.

The Response: As a premier provider of technology staffing and services, TEKsystems® thorough, well-rounded screening process and willingness to understand the client's business culture has made for a strong partnership with the client since 2004. Three other vendors compete for the client's business, but TEKsystems has placed all five individuals that are on the help desk.



In an effort to understand the client, TEKsystems sent one of its recruiters to a client-led training seminar so she could learn first-hand about the client's help desk technologies and business atmosphere. It takes particular skills to succeed on this client's help desk, and TEKsystems has delivered to the client's needs every time a requirement was issued. A comprehensive 30-day review is performed both by TEKsystems and the client to ensure that the Technical Professional is meeting expectations and regular communication between TEKsystems and its on-site Technical Professionals ensures that TEKsystems remains involved. Over the past three years, TEKsystems has placed more than 12 Technical Professionals in the client's applications and infrastructure groups.

The Result: TEKsystems' involvement has caused many time and cost savings for the client's help desk team. TEKsystems' Technical Professionals have solved more trouble tickets via remote access than by using the previous procedures and have dramatically reduced the number of minutes per phone call. This time efficiency translates directly into a cost savings. The client's help desk atmosphere of friendly competition has helped to create a team environment, with the Technical Professionals "competing" against each other to solve trouble tickets. This friendly game pushes each Technical Professional to be more efficient with every call. TEKsystems' recruiters treat each staffing requirement with a real sense of urgency and dedication to thoroughly screening potential candidates. Because of this, the client has saved valuable time and efforts, and TEKsystems has filled each open position with the most qualified Technical Professional. With TEKsystems' implementation of netCenter®, TEKsystems' proprietary time collection system, the client has experienced fewer timecard collection and billing issues. Overall, the client sees TEKsystems as a valued partner in its on-going employee recruitment process.

The Technology: The client uses the GoToMeeting software for its remote access help desk tool, but has relied on Technical Professionals with previous experience in Virtual Network Computing (VNC), Remedy, or HEAT. 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. netCenter has also proven to be a valuable and efficient tool for the client, consolidating billing and allowing the client to track its spending and staffing metrics.