



## CLIENT SUCCESS STORIES

*TeamSoft's ability to provide exceptional recruitment, contracting and training services has earned it a reputation as the best IT services provider in the region. Read on to learn how our team has helped clients achieve critical business objectives.*

# TeamSoft's high-quality, high-value IT services help major credit union financial solutions firm reign in contingent labor costs

## The Client

Helping its credit union customers achieve fiscal security is the goal of this multi-billion dollar financial services company that offers hundreds of insurance and investment solutions to thousands of members.

## The Challenge

A decentralized contingent labor hiring process was wreaking havoc on the bottom line for this client. Hiring managers were calling out requirements to their vendors of choice who were able to charge exorbitant rates for their services. The quality of contingent labor was inconsistent. Managers were spending endless hours mired in the recruiting process. When its annual contract labor spend exceeded 10 million dollars, reigning in external labor costs while increasing the caliber of contingent labor became a top priority for the organization.

To meet its lofty objectives, the company established a centralized contingent resource office responsible for enterprise-wide contract and contract-to-hire staffing. Objectives of the resource office were to increase consultant quality while decreasing overall costs associated with using contingent labor.

Key to meeting its lofty objectives was for the firm to identify a core group of IT resource providers able to deliver top talent at competitive rates. A comprehensive external provider evaluation process was developed and a Request for Proposal was released to 60 vendors. In order

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– Head of Supply Management

to identify an elite group of eight tier-one vendors, each supplier was evaluated based on the following criteria:

- Quality of candidates
- Cost-competitive market pricing
- Compliance to Service Level Agreements
- Internal resource management processes
- Service and delivery models
- Business strength

## The Solution

Although TeamSoft, a highly respected Midwest IT resource provider, had never provided consultants to the financial services company, they quickly gained the client's attention by proving their worth up front. As part of the RFP evaluation process, the financial services firm ran a live test with the 30 vendors that made it through the first round of the RFP process by releasing 12 requisitions over a three month period.



## CLIENT SUCCESS STORIES: Major Credit Union Financial Solutions Firm

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The requirements called for IT experts in a wide range of skill sets, including difficult-to-find consultants. By drawing upon its vast network of resources and applying its rigorous qualification process, TeamSoft was able to fill four out of the 12 positions, surpassing all other competitors. This impressive fill ratio, coupled with TeamSoft's high marks in the RFP evaluation process, earned TeamSoft a spot on the client's tier-one, vendor list.

### The Results

Since being selected as a primary IT resource supplier, TeamSoft's ability to continually respond to the client's requirements with high-caliber talent has catapulted them to the top of the vendor list. TeamSoft has provided a wide range of precisely matched consultants in these areas:

- Project management/PMO leadership
- Business analysis
- Data warehousing
- Business intelligence
- Database administration
- Web development (Java, .Net)
- Mainframe development (Cobol)
- Systems administration
- Technical writing
- Help desk support

"We measure supplier performance via a supplier scorecard, and TeamSoft has exceeded our expectations," said the head of Supply Management. "TeamSoft is a stellar company that provides excellent customer service, quality resources at a reasonable price and a quick turnaround."

