

# CASE STUDY

## Staffing – #1 Global Telecommunications Firm

### CLIENT PROFILE

With over \$100 billion in revenue, this telecom company's Contingent Labor program supports all service categories including IT, Network/Telecom, Managerial, Professional, Sales, Accounting, Retail, Call Center, Help Desk, Other General Services, etc. The program is one of the most advanced in the management and procurement of such services.

### Business Need

- Company's retail end client required staff augmentation at their retail stores nationwide.
- Requirements: Candidates must be highly presentable with a knack for customer service
- Stringent background checks and drug screening were scheduled to meet the client's aggressive requirements.

### Historical Perspective

- In 2009 Metasys Technologies was invited to participate in the client's retail staffing program.
- Metasys Technologies made recommendations to the client to redesign the program
- In August 2010, client awarded a pilot program to Metasys Technologies

### Objective

- Develop best practices from pilot program
- Deliver and manage program nationally upon successful completion of pilot

### 2010 Fulfillment

- Metasys Technologies realized that the program was fast paced, requirements changed constantly, the background check process was cumbersome and introduced risk to timely fulfillment, etc.
- While the client had its own VMS, it was not the most ideal tool to support the level of coordination and collaboration required to meet the needs of the program
- Recognizing these gaps, Metasys Technologies developed a custom portal that would bridge the gap while supplementing the company's VMS' functionality
- Client expanded the initial pilot to a full scale nationwide implementation

### Impact

- Metasys Technologies staffed over 600 retail positions for client in 3 months
- Fill rate increased from 60% historically to 100%
- Program has exceeded the expectations of the client and retail end users as it relates to coverage, speed, visibility and compliance
- Metasys Technologies is now the preferred vendor of choice for this client's retail staffing program

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### AWARDS

