

## CASE STUDY: IT CONSULTING SERVICES

### **ABOUT CLIENT:**

A leading IT consulting company with over \$20 billion in annual revenue and over 50,000 employees across the U.S., This Client delivers services to clients across all spectrums of business.

### **SCOPE:**

Our Client has an average of 2,000 requisitions per year throughout the U.S., and unlike many traditional Apex clients, this Client would not allow manager contact to “understand the need” of each requisition. The bill rate structure was very low, and Apex Systems knew this would require a change to our business model to meet the higher demand and reduced fill ratio.

### **APEX SYSTEMS RESPONSE:**

To meet the immediate demand, Apex Systems quickly assembled a “virtual” recruiting team made up of over 20 recruiters (one or more from each Apex office across the country). In the first four months as a supplier, Apex received 684 requisitions and filled 190 — a fill ratio of 27.78%. Considering Apex Systems was facing 12 other competitors in a quickly-assembled support structure outside of an Apex Systems standard normal model, these results were exceptional.

By early 2006, Apex Systems hired over 25 recruiters and built a more efficient recruiting model that could effectively support a “no manager contact” account with lower profit margins and more submittals required per start. At the end of the 2006 fiscal year, Apex Systems saw 1,998 requisitions from this Client and filled 611, increasing our fill ratio to 30%.

### **DIVERSITY SUCCESS:**

To help this Client meet increased 1st tier diversity goals in 2007, Apex Systems utilized our formal “Associate Vendor” program. Through this program, Apex partnered with a female-owned small business, which helped this Client realize \$5.7 million in 1<sup>st</sup>-tier diversity spend in 2007, with an additional \$6.6 million planned for 2008.

### **INDUSTRY TREND:**

One of the biggest industry trends occurring right now is the consolidation of suppliers by staffing buyers. The benefit of reducing the number of suppliers is that companies are able to limit financial and legal exposure by reducing their lists to fewer than ten vendors.

### **RESULT:**

As a result of utilizing all of our service offerings including our National Recruiting Center and Associate Vendor program, Apex Systems helped this Client reduce their supplier base from 400 to ten in 2006 with an annual savings of \$15 million.