

CASE STUDY: FINANCIAL SERVICES

ABOUT CLIENT:

A Fortune 500 financial services company offering savings, credit and loan products to clients across the U.S., United Kingdom and Canada. Our Client has an average of 4,100 contract employees at any given time. Of those contract employees, approximately 75% are located in one city. This Client also has three different affiliates; each having their own requirements across numerous disciplines. These disciplines include: IT Business Applications/Support, Finance & Accounting, Training, Audit, Treasury and Legal.

SCOPE:

Apex Systems first partnered with this Client in 1995. In the first few years of this partnership, Apex Systems provided technical staff augmentation solely to their IT department. However, as the Client grew, their staffing needs were expanding and reaching out into other departments.

APEX SYSTEMS RESPONSE:

Apex Systems supported this growth by providing additional staffing services to all Client disciplines. This initiative was successful as Apex took the following steps:

Dedicated Recruiting Teams – At each Apex Systems branch location supporting this Client, at least one account manager and two recruiters were dedicated solely to this particular Client. In addition, because of the size of this Client, Apex also designated a senior account manager and lead account executive to orchestrate one consistent Apex Systems recruitment effort across all of the Client's disciplines.

Ignited Pipeline Recruiting - Due to our longstanding partnership, Apex Systems recruiters were able to proactively recruit pre-screened, custom-fit candidates that had both the technical and soft-skills required. This dramatically reduced the time it took to fill positions while increasing our overall fill ratio.

Provided Technical Training - Apex Systems partnered with this Client to provide on-going training for a number of our long-term contract employees. This offering increased the effectiveness of our employees for mission critical projects and reduced our overall turnover rate.

RESULT:

Over the last the last ten years, Apex has consistently scored in the top three of their "Approved Suppliers" list in terms of overall quality and account support, with an average quarterly performance score of 4.51 out of 5. Additionally, from August 1, 2007 to August 1, 2008, Apex Systems placed 187 contractors nationwide to all Client disciplines we support.