

# CASE STUDIES

## CASE STUDY: LOCAL, STATE AND FEDERAL GOVERNMENT CONTRACTING

### **ABOUT CLIENT:**

A Fortune 100 company with over 100,000 employees and over \$42 billion in annual sales. Their major focus is on government contracting at the local, state and federal levels.

### **SCOPE:**

At the end of 2005, our Client was having trouble identifying, implementing, supporting and retaining highly qualified contract personnel with its existing business model, which was to outsource their needs to 15 different staffing agencies.

### **APEX SYSTEMS RESPONSE:**

Apex Systems, along with four other staffing agencies, was given an opportunity to implement and support our Client's program. Apex took on this challenge and was able to outperform the 16 other staffing agencies used for outsourcing, and placed over 30 contract employees within the first year. Key components of this solution were to:

**Appoint a single point-of-contact** - Apex Systems appointed one national account manager (NAM) for this Client. This NAM served as the direct point-of-contact for the Client and oversaw one coordinated support effort from Apex Systems. This provided our client with the accountability and responsiveness needed to perform on this critical project.

**Implement a National Delivery Team** - As a result, we were able to streamline the identification, pre-qualification and on-boarding of qualified candidates. This led to faster response times and open positions were filled within weeks instead of months.

**Customize our Invoicing and Accounting Systems** - Apex Systems created innovative invoicing and accounting systems to satisfy our Client's project demands for more accurate processing of billable hours. This led to a lower loss of revenue due to aging of billable hours for our Client.

### **RESULT:**

As a result of our success in this program, Apex Systems has been named as a sub-contract supplier on over 60 individual programs to date, spanning across all of the Client's business units. Apex Systems took on this additional challenge and from August 1, 2007 to August 1, 2008, placed 229 contract employees with this Client for multiple programs and in multiple locations.

### **CLIENT QUOTE:**

In a letter to one of his peers, the head of procurement stated the following: "... we have found Apex Systems a very capable and responsive supplier. They have performed well and they have turned into one of our primary suppliers. Given the opportunity, I think you will be impressed with their performance."