

# CASE STUDIES

## CASE STUDY: INDUSTRIALS

### **ABOUT CLIENT:**

A diversified global engineering and manufacturing conglomerate with over \$23 billion in annual sales, 60 specialized divisions and more than 140,000 employees worldwide.

### **SCOPE:**

This Client decided to create a centralized IT department called “Shared Services”. Shared Services’ main goal is to create consistency across the enterprise by offering a suite of centrally-hosted applications and systems to more than 60 divisions within the company.

When Apex Systems first began working for this Client in 2004, there were over 18 vendors competing for this influx in both staff augmentation and permanent placement business due to this new centralized concept.

### **APEX SYSTEMS RESPONSE:**

For this particular Client, Apex took the following steps in order to support them in a “best in class” manner:

**Designated a local account manager** to serve as a single point of contact to Client and oversee the coordinated support from Apex.

**Pro-Actively Recruited** for Client requisitions on a daily basis. This approach led to a sizable pool of industry specific candidates that could be deployed at a moments notice with skill sets such as Process Engineers, Oracle Application Database Administrators, Specialty Administrators (i2, Hyperion, and PLM), Infrastructure and Application Engineers, and Security Engineers.

**Performed a higher level of screening** before the candidates ever reached the Client, and took the time to understand the technical as well as cultural requirements associated with each position.

### **RESULT:**

When our Client trimmed their “Approved Vendor” list from 18 to four, Apex Systems was upgraded to a “Preferred Vendor.” Since 2006, Apex has increased our number of placements with this client each year growing from four in 2006 to 31 thus far in 2008. Subsequently, in July of 2008, Apex Systems’ performance was once again recognized when they awarded us “Preferred Vendor” status on their permanent placement list.

### **CLIENT QUOTE:**

“Apex excels at screening candidates and presenting only those candidates who are truly qualified to our technical requirements. Their meticulous screening saves me a great deal of time in the selection process and results in the highest percentage of offers I have ever had with a vendor. We have never experienced any issues regarding the technical skill set or interpersonal skills of any Apex candidate in the last three years.”

*- Client Manager of Enterprise Applications*