

CASE STUDY: COMMUNICATIONS

ABOUT CLIENT:

A Fortune 100 company with over 230,000 employees and 70 million customers nationwide with nearly \$100 billion in annual revenue.

SCOPE:

This Client has over 7,000 contractor employees nationwide, spanning IT Business Applications, IT Support, Telecommunications, Finance & Accounting, and Engineering skill sets. When Apex Systems first began working for this Client in 2006, there were over 180 vendors so the competition was fierce.

APEX SYSTEMS RESPONSE:

In order to effectively support this Client and beat the competition, Apex Systems directly aligned our services and immediately took the following steps:

Aligned 34 of 40 Apex branch offices to match the Client's geographic-footprint.

Designated a national account manager to serve as a single point-of-contact to Client, as well as to ensure Apex is delivering upon the set Service Level Agreements (SLA's).

Provided contingent labor needs across all disciplines, including IT, Finance & Accounting and Engineering.

Built-in redundancy with our National Recruiting Center of Excellence for large volume requests.

Performed a higher level of screening before candidates ever reached the Client. As a result, our fill ratio in 2007 was 61.15%.

**These are the key factors differentiating Apex Systems from our competition!*

RESULT:

Apex Systems was added to the "Approved Suppliers" list in May 2006 and in February of 2008, Apex Systems was selected as a recipient of Client's 2007 Supplier Excellence Award in the "IT Services" category, recognizing Apex's effort and achievement in demonstrating performance excellence."

CLIENT QUOTE:

"As one of our top suppliers, Apex has been able to effectively help contribute to four of our six key imperatives in FY 2007. They have excelled in the areas of Technical Innovation and Creative Cost Management by providing quality talent in a timely way producing a major savings contribution during negotiations with the Temp Labor transformation team in 2007. In the area of Client Service and Supplier Diversity, they provide service to all business groups within and have adopted a formal diversity program; which is considered a best in class practice that will assist our company in making their diversity commitments in 2008."