



Infrastructure Solutions: Contract Staffing

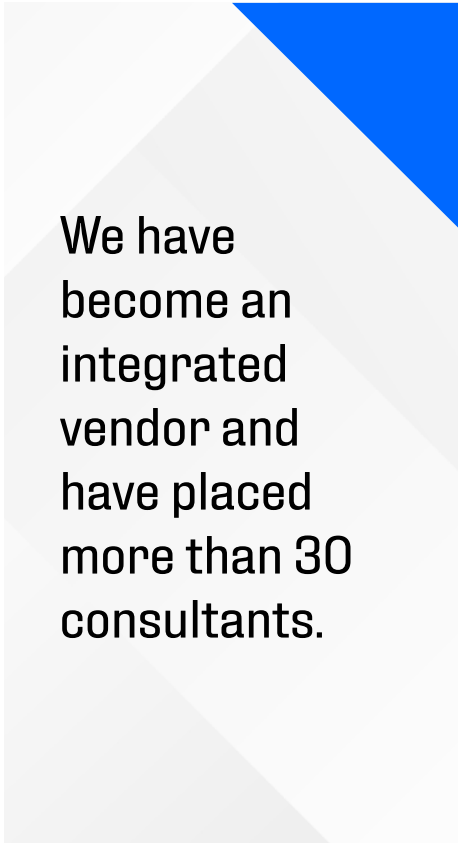
Challenge

The client was one of the fastest growing on-demand companies in the infrastructure arena, offering on-site engineering and IT field services with a national reach. Due to its rapid growth, this client had begun to experience a high demand for a large number of different infrastructure solutions personnel and needed to pivot to meet these demands. They had recently contracted with several large, national brands in the financial sector, so the client was experiencing growing pains when it came to serving the needs of these large businesses. In order to meet mission-critical requests for customers such as performing SLAs in under four hours, the client needed a solution that would help them quickly expand their talent pool for technicians.

Solution

In order to develop the right solution for our client, we sat down with their team to learn about their firm's unique challenges and better understand where we could step in to solve those problems. With this background knowledge in mind, we were able to get right to work providing the client with the proven talent they needed immediately.

Our team not only filled the initial position with a great technician, but we also earned the client's trust thanks to our attention to detail and ability to find the right person for the job in a timely manner. They eventually brought INSPYR Solutions on to work on staffing for all of their business verticals and we have since built a great relationship founded on trust and quality service.

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As part of our Infrastructure Solutions division dedicated to serving the specialized needs of this type of client, we have built a detailed database of candidates suitable for infrastructure roles. Our dedicated team of recruiters and account managers are experienced in vetting candidates for these roles and are constantly pipelining additional talent for future projects. As a result, our clients can rely on our team to help them rapidly scale their work to meet the needs of their own customers.

Outcome

We staffed a wide range of personnel including cabling technicians, A/V support, networking personnel, end-user support staff, technical project managers, application development staff, operations analysts, business analysts, service delivery managers, data center buildout staff, core infrastructure project staff, and more.

Our team has worked on multiple projects over the course of 18 months, staffing the people our client needs on the fly as each project evolves. One of these projects consisted of helping the client fully build out their project management

office, and we have staffed other verticals including their app dev team and security operations center, in addition to an ongoing pilot project.

The team at INSPYR Solutions understands the environments our clients work in day to day. That's why we are so efficient at finding the right people for each job as needs arise. As a result of our successful relationship with this client, we have become an integrated vendor and have placed over 30 consultants on a contract or contract-to-hire basis. The client has renewed many of these contractors and taken some of these talented professionals on in a permanent capacity. This speaks to the quality personnel INSPYR Solutions was able to source for the client – people they can trust.

We have more recently expanded our work with this client to include the creation of a custom nationwide pilot program as part of our status as an integrated business partner. The pilot program consists of providing engineers for on-site installations as a joint effort with the client's MACD support services. INSPYR Solutions has been helping to staff 50-100 technicians to perform on-demand

field engineer services for one of the top financial customers in the world by having these technicians ready in each large city in the U.S. whenever the client requires their services.

Client Profile

The client is an IT services firm that provides its customers with on-site IT services. By serving clients with IT field services, this firm helps power them with the certified experts they need to keep their technology running.

About INSPYR Solutions

As a leading technology solutions company, we connect top IT talent with clients to provide innovative business solutions through our IT Staffing, Professional Services, and Infrastructure Solutions divisions. There are four elements that set us apart and serve as pillars of our company philosophy: Quality, Expertise, People, and Relationships. By always striving for excellence in these areas and focusing on the human aspect of our business, we work seamlessly together with our talent and clients to match the right solutions to the right opportunities. Learn more about us at inspyrsolutions.com.