

Globalization Practice of COMSYS Services

Case Studies – gpStaffingSolutions



Our Client: One of the world's largest IT management software providers in the IT Consulting Industry.

Needs Assessment and Scope: Our client provides its services on a global basis and as such there are temporary and permanent staff augmentation requirements which include specialized skill sets and proven delivery capabilities. In one instance, our client was seeking a solution to a global staff augmentation requirement which included 30 consultants with specialized skill sets and located within the countries of Spain, France, Brazil and China. The skill sets included the ability to translate, edit and proofread content in French, Spanish, Chinese, Portuguese and German.

Key Challenges: The key challenge of the engagement was the global nature of requirement and appropriately qualifying each resource's capability within the client's budget constraints. The Globalization Practice was well suited to meet this challenge by way of our global staffing experience and our resource management tool, *gpFOX*.

The Engagement and Delivery Process: The engagement process was straightforward and included a clearly defined statement of work, budget and well defined **Key Performance Indicators** ("KPIs"). A delivery team was assembled and included a bilingual Account Manager and Placement Manager. The team then began leveraging the powerful *gpFOX* global resource sourcing and management tool as well as other sourcing resources and delivery systems. With the needs assessment complete, the clearly defined requirements for each staffing resource were uploaded into *gpFOX* and immediately made available to the rest of the Globalization Practice team and the COMSYS internal sourcing network. A search was conducted through the network and database of resources both domestically and worldwide. With the initial search complete, the prequalification process continued with telephonic candidate interviews, all with an eye on meeting the project's defined **Key Performance Indicators** (*KPIs*).

Key Performance Indicators:

- √ Rapid Delivery and Timing
- √ Rapid Delivery of Qualified Candidates
- √ Within Budget Constraints
- √ Administrative Support and Training Support



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