

we hire people.com

Clients.
Talent.
Experience.

One of the Largest Utility
Companies in the U.S.

Case Study

Full Contract Labor Program Solution



integrating
inte

Case Study – Full Contract Labor Program Solution

One of the Largest Utility Companies in the U.S.

Introduction.

For more than two decades, ITS has partnered with one of the largest utility companies in the United States, consistently meeting and exceeding expectations for their staffing needs. In 2018, the client embarked on a two-year plan to reduce their number of suppliers and establish a tiered contract labor supplier group defined as Preferred or Approved. At the end of that process in 2020, ITS was awarded Preferred Supplier Status. Our dedicated team manages over 300 job requisitions annually in Construction & Supply Chain, and Engineering for this client across 11 states. It stresses continuous improvement processes within ITS and in partnership with our client. As a result, ITS has built a strong reputation as a consistent and leading Preferred Supplier with our competitive advantage.

Our client owns and operates the largest transmission system in the country, serving 5.5 million customers in 11 states. The client is comprised of five departments: Engineering, Finance, IT, Construction, and Corporate.

ITS current staffing statistics with the customer for 2022:

- 172 Active
- 17 Converted
- 205 Hired
- 662 Interviewed

The Challenge.

Before using our services, the customer faced several challenges. The main concerns involved the high-volume turnover of its present contractors, the lack of communication initiated and maintained by other staffing suppliers, the limited opportunity, the difficulty of managing and scheduling mandatory testing, and the poor quality of candidates' profiles received for open positions. In the overall job market, the customer wanted the best competitive rates and most qualified candidates to retain its success as a company.



The Solution.

Since partnering with ITS, our customer has provided overwhelmingly positive feedback on our performance. Our strategic partnership increased the headcount of contractors, granting our client the workforce to not only meet project deadlines but also to take on additional projects. We also managed to decrease employee turnover while attracting high-quality employees successfully. This was done partly by providing candidates with top-notch, affordable benefits and the flexibility to negotiate necessary salary expectations. We strive to maintain open communication with clients through quality improvement meetings and staying on top of the job market trends. Internally, we prioritize obtaining experienced recruiters and implementing continuous improvement on our ATS systems, sourcing tools, and overall business operations to exceed customer expectations.

Current 2022 Statistics.

Criteria	Expectation	Actual Score	Result
Supplier Communication	3 – 3.99	5.00	Exceeds Expectation
% Of Candidates Shortlisted	75%-85%	87.90%	Exceeds Expectation
Trust Rating	3 – 3.99	4.00	Exceeds Expectation
Contract Adherence Rating	3 – 3.99	4.60	Exceeds Expectation
Partnership Rating	3 – 3.99	4.20	Exceeds Expectation

The Conclusion.

Since becoming a Preferred Supplier, ITS has evolved into more than just a staffing company. ITS has become a full-service, strategic business partner that seeks to understand short and long-term staffing strategies instead of just reacting to a current need. The continuation of ITS’s determination to grow benefits our customers and contractors, who are involved in bettering their careers with reputable companies.

Contact Us:

-  wehirepeople.com/contact-us
 -  info@wehirepeople.com
 -  800.432-6607
-

-  **Toledo Ohio Office:**
7060 Spring Meadows Drive West,
Holland, OH 43528 USA
 -  **Columbus Ohio Office:**
100 E. Campus View Blvd, Suite 250,
Columbus, OH 43235 USA
 -  **Mexico Office:**
Manuel J Clouthier 304 Piso 4, int 400
C.P 37128
Jardines del Campestre
Leon, Guanajuato, Mexico
-

About ITS - Background

We began as a spin-off of an engineering firm in 1984, focusing on supplying contract Engineering and Design Talent to Engineering, Architectural, and Manufacturing firms.

Since the beginning, we have evolved into much more. Fueled initially by our client's request for talent in other disciplines, ITS has become a full-service Recruiting and Staffing firm, supplying qualified individuals in most disciplines. We work to understand our client's short- and long-term staffing strategies instead of just reacting to a current need. Recruiting before a need becomes critical allows for a thorough vetting process, leading to tremendous success. Integrating a client's current and future staffing strategies with our varied approaches to recruiting top talent is what we have successfully done for decades.

Why ITS?



Time Tested

Beginning with our first client in 1984, ITS has experienced consistent growth through often challenging times. With three recessions since 1991, the staffing industry has seen a large number of firms disappear. By maintaining controlled, strategic growth, ITS not only survived the tough times but emerged stronger.



Proven Track Record

Much of our success has been the result of loyal clients. Seventy-one percent of our clients have been our clients in excess of 15 years, many of them more than 20 years. With a seemingly endless list of staffing companies with whom to work, our clients have stuck with what works.



Knowledge of Candidate Pool

ITS has maintained a simple philosophy - "We cannot be all things to all people." Our focus on select industries allows our recruiters to gain in-depth knowledge of companies and candidates, resulting in better candidates for our clients.



Ability to Recruit Passive Candidates

The Internet and job boards can have negative influences on the staffing industry. Recruiters are sometimes taught to be "keyword matches" and "database searchers," as opposed to true recruiters. We train our recruiters on how to recruit hard-to-find passive candidates, which is who our clients want. Our expertise and success in this area have kept us in front of the competition since 1984.



Experienced Recruiting Staff

Many of our clients have commented they "can call ITS year-after-year, and the same people are around." Clients don't want to have to reeducate their staffing firm each time they have a need. With many of our staff having in excess of 10 years with ITS, our turnover is far below the industry average.

Staffing Divisions

To maximize recruiting efficiencies and have a concentrated knowledge base, our recruiting teams are divided into four divisions. The divisions allow our recruiters to gain in-depth knowledge of companies, candidates, and technologies within a given field, resulting in better candidates and faster turnaround for our clients. This structure is not visible from our client's perspective, as their Account Manager remains their one point-of-contact, regardless of the positions being filled.



Technical Staffing

Our Technical Staffing division is responsible for all Engineering, Scientific, and IT-related positions. Ranging from Technicians and CAD Designers to Project Managers and Senior Engineers, we have the capabilities to staff any level of technical position.



Professional Staffing

ITS has long been the source of quality candidates for our clients' professional staffing needs. The primary disciplines staffed through this division include Accounting and Finance, Human Resources, Purchasing, Logistics, Administrative, and Management level positions.



Executive Search

A hallmark of a well-rounded, effective recruiting organization is the ability to recruit passive candidates for management, executive, and C-level positions. Since our inception, ITS has employed the now-lost art of Headhunting. Before computers, job boards, and social media, our Executive Search team seeks out the passive candidates most recruiters will never find.



Skilled Labor Staffing

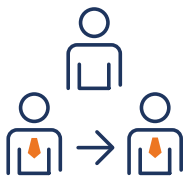
Our Skilled Labor Staffing division was established to handle our clients' shop and manufacturing positions. These positions include Machine and Equipment Assemblers, Fabricators, Welders, and Production.

Service Offerings



Contract/Temporary Staffing

Contract or Temporary Staffing gives you experienced talent on an as-needed basis, allowing you to effectively staff during peak periods and control excessive overhead during slow periods.



Contract-to-Direct Staffing

In today's competitive environment, it is too expensive and risky to make a bad hiring decision, yet it is difficult to determine what contributions a person will bring to your organization after one or two interviews. Our Contract-to-Direct Staffing option allows you to evaluate an individual's skills before making a hiring decision. This approach provides the support you need today, as well as the time necessary to ensure the best hiring decision is made for your company.



Direct Hire Staffing

When you need to add a new employee or fill a long-term strategic position within your company, our Direct Hire Staffing division will assist you in locating and recruiting the best talent in your field – locally, nationally, or internationally.



Recruitment Process Outsourcing (RPO)

For smaller firms without an HR department or a larger organization with an overburdened HR department, a custom RPO can be the right solution. ITS can implement a complete recruiting process, from Sourcing and Recruiting to Hiring and On-Boarding. ITS can also manage one piece of your current recruiting process. The result is a cost-effective solution to your evolving staffing needs.



Payroll Services

Unpredictable tax burdens, changes in government regulations, employee-related overhead burdens, and a less than- consistent business environment all combine to make hiring a sometimes risky proposition. Having ITS payroll current employees or new hires you have identified can help reduce these risks.