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Clients.  
Talent.  
Experience.

An International  
Architectural / Engineering Firm

# Case Study

Flexible Single Source Vendor



## Case Study – Flexible Single Source Vendor

### An International Architectural / Engineering Firm

#### The Challenge.

Our Client, a large U.S.-based Architectural/Engineering firm, was using a 'Top 10 International Staffing Firm' for contract labor in Mexico. The staffing firm was unable/unwilling to tailor a process to meet the needs of this Client. As a result, their contract employees were taking the brunt of the inconveniences, which resulted in low morale and ongoing complaints. After unsuccessful attempts to get the vendor to address their concerns, ITS was approached with the opportunity to provide staffing services for their Mexico locations.

#### The Solution.

Integrated Talent Strategies had worked with this Client for several years, staffing and recruiting for technical and professional positions. Knowing the company so well and understanding their problems, ITS welcomed the opportunity to assist our Client and, in doing so, open our first international office.

Over a six-month period, ITS worked to establish an office in Mexico, which allowed ITS to recruit and hire an experienced recruiting professional in Mexico to lead our office in Leon. Soon after that, all the Client's contract employees were successfully transitioned to ITS. In addition to maintaining the initial employees, ITS is now recruiting and hiring new staff members for their Client's expanding needs in Mexico.

#### The Result.


Internal complaints from the contract employees are nonexistent six months after the transition. The Client has stated that this transition went as promised and could not be more satisfied with both the result and the outlook for the international process model developed by ITS. Integrated Talent Strategies has further leveraged this opportunity and is now supplying staffing services to other US-based clients with operations in Mexico.

## The Conclusion.


ITS finds and attracts the best for employers. With access to a wide range of services, employers using ITS always have the flexibility to keep up with project demands and stay ahead of the competition. ITS has been a leader in the engineering, technical and professional recruiting field since 1984. After many decades, we remain successful because we know our business and work to understand yours. No matter what position or location, ITS is capable and committed to identifying and recruiting the best talent for our clients. Reach out today to get in touch with us!

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## ABOUT ITS - BACKGROUND

We began as a spinoff of an engineering firm in 1984, with a focus on supplying contract Engineering and Design Talent to Engineering, Architectural, and Manufacturing firms.

Since this 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, as opposed to just reacting to a current need. Recruiting before a need becomes critical allows time for a thorough vetting process, leading to greater 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

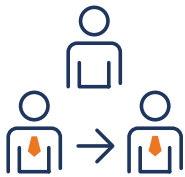
Our Skilled Labor Staffing division was established to handle our clients' shop and manufacturing positions. These positions include Machine and Equipment Assemblers, Fabricators, Welders, and Production.

## 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.