

Getting it Right with the 'Right' IT Staffing Partner

1. Introduction

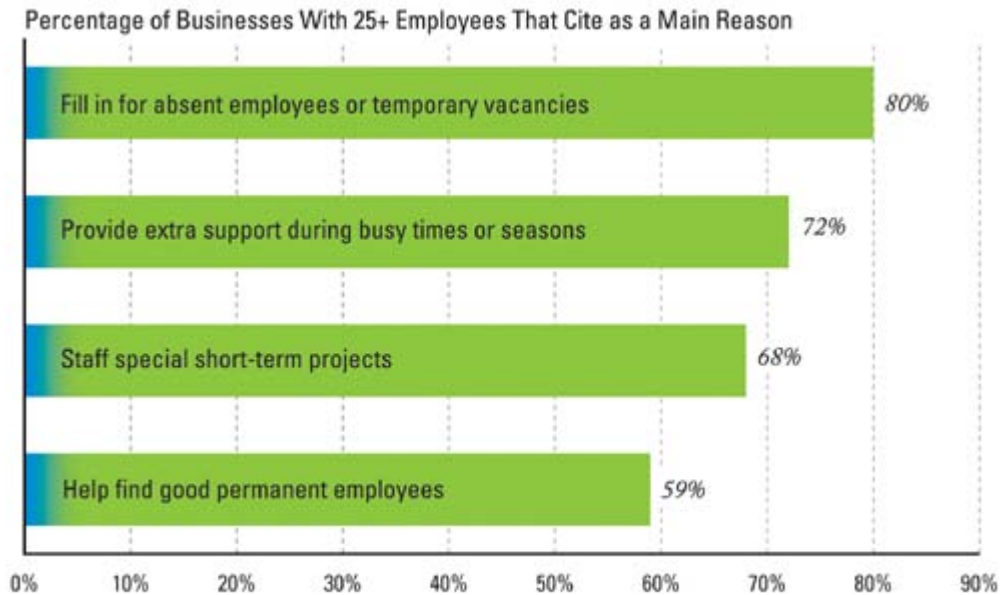
'Presenting the right candidate, at the right time, for the right cost, chosen using the right processes- This is what customized IT staffing is all about. And a staffing company, which can meet these requirements seamlessly, makes for a perfect staffing partner. It is important to remember that entrusting staffing requirements to a company, which is not familiar with your organization or industry is plain thoughtlessness. Only companies that understand your organization, its ethos and its unique staffing requirements will be able to succeed in getting you the right talent.

This white-paper highlights the importance of staffing in today's market scenario, sheds light on the pros and cons of seeking the services of staffing companies, while exploring the current scenario of IT staffing in the United States. It discusses the different challenges faced by staffing companies that indicate the need to screen these companies for their efficiency. The paper also proceeds to discuss the best practices to be followed in choosing the right staffing partner.

2. Staffing Vendors Truly Indispensable

No organization would argue against the fact that staffing companies are an indispensable part of the IT industry. It is because of these staffing companies that organizations are able to concentrate on their core competencies and do their best in attracting new customers and retaining them. The graph below sums it up.

When the American Staffing Association (ASA) conducted a poll in 2004 on 500 businesses they got a wide range of reasons for engaging the services of staffing companies. And today, the value derived from engaging these staffing companies has only doubled.



Source: American Staffing Association, Staffing Client Survey

2.1 Staffing Companies- Pros & Cons

Merits

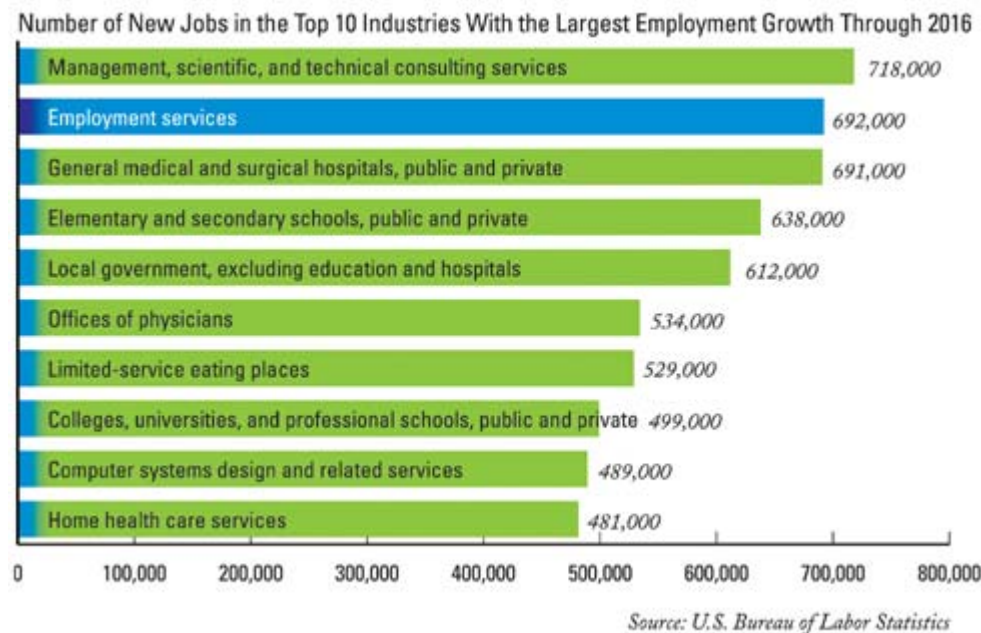
- An important advantage of seeking the services of staffing companies is that they don't just provide a list of suitable candidates but are involved through the process of recruiting.
- Staffing companies can help organizations in bringing down the cost per hire greatly, as their services are much cheaper. This definitely relieves the organizations from payroll issues. And since an organizations' need for additional resources is cyclical, to hire permanent employees would only add more financial burden.
- Since staffing companies concentrate on one activity alone, the entire process is quicker and the end-result better.
- When compared to partnering with staffing companies, maintaining an in-house recruiting department is seen to be more expensive.
- Entrusting the requirements to staffing companies means less administrative burden on organizations.
- Staffing companies can provide the required resources quickly as they have a rich resource pool of well-qualified and well-experienced professionals.
- The candidates brought in through most staffing companies are not only better, but are also more suitable for the organizations' requirements.

Demerits

- The most significant disadvantage of staffing companies is that their screening process is sometimes not good enough to identify the right candidates.
- The hourly rate fixed by most staffing companies is not always along the expected lines.
- The contracts set up by most staffing companies can sometimes be atrocious.
- Some staffing companies are not familiar with the organization or industry and therefore are at a loss to understand business requirements. As a result the list of 'suitable' candidates sent in by staffing companies may not a match to the organization's needs.

3. Current Scenario of IT Staffing in U.S

The staffing industry at present looks promising. If the most recent predictions from the U.S Bureau of Labor Statistics are to be believed, then the employment services industry, that is the staffing companies, would add around 692,000 jobs between 2006 and 2016.



However, this does not mean that all staffing companies will do well. Only good staffing companies that lay emphasis on specialized skill sets, domain skills, experience, and qualification would stand the test of time. Staffing companies that provide businesses with workforce flexibility and stability, faster time-to-hire and talent accessibility are the favored lot.

4. Challenges Faced by Staffing Companies

For enterprises, partnering with staffing companies pays off well because of the manifold benefits listed above. But as far as staffing companies are concerned, recruiting and retaining IT talent is not an easy task. They have to face several challenges, which make the process complicated.

- The first and foremost challenge is the dearth of well-experienced, well-qualified and well-trained professionals. Since all organizations want talented professionals, their unavailability has hit the staffing companies hard.
- Even with a number of unemployed professionals in the market, staffing companies are sometimes unable to find appropriate candidates to match organizational requirements.
- In the job market, candidates even with average qualifications and skills come at a price.
- The different avenues such as job sites, job fairs, career shows, and walk-ins that produced qualified candidates earlier no longer prove to be helpful.
- In the recent past, organizations are showing more interest in outsourcing, which is increasingly becoming detrimental to the very purpose of the existence of these staffing companies.

It is only when these challenges are faced head-on, using innovative techniques that the staffing process becomes smooth and talent-hunting gets easier.

5. Best Practices in Selecting a Good Staffing Company

With a growing number of staffing companies in the market, it is highly essential to prepare and use a checklist to identify the best of the lot. Here are some factors to consider:

Competency

A good staffing company need not necessarily be adept in software development but must have enough knowledge to screen people effectively.

Cost-effectiveness

Some staffing companies charge exorbitant prices for their services, but that does not essentially translate to finding exceptional candidates. Hence, a staffing company that can find the best candidates for a good price is the one to go for.

Adequate and Efficient Resources

A good staffing company should have a rich resource pool of well-qualified and well-trained domain consultants and techno-functional experts who are capable of working towards the growth and development of an organization.

Flexible Options

Staffing companies that offer flexible options in terms of services such as contract to hire, contract placement and permanent placement and customized hire are definitely worth considering.

Effective Employee Screening

Staffing companies that follow an effective two-level rigorous screening process that includes not just technical screening of the resources but also mapping and sending resources that match client's requirements must be considered above the rest. An important advantage of this is that the clients need to sift through only a few resumes to find candidates of their choice.

Reliability and Trustworthiness

Staffing companies who keep their word and provide resources as promised when signing the contract make for perfect partners. And the best way to identify a reliable staffing company is by doing a background check of the company on this particular criterion.

Long Innings

Staffing companies interested in long term partnerships are the best when considering costs and other relevant factors.

Experience

Experienced staffing companies are a lot better than those who have just entered the arena. Otherwise the reliability and efficiency of the staffing companies cannot be gauged.

6. How GTSS Makes a Difference

GTSS (Global Technical Software Services Inc.) with a great track record of successfully providing IT consulting and IT solutions has made a name for itself in IT staffing. GTSS leaves no stone unturned to find the best IT talent from the local and the international arena. GTSS believes in not just fostering a constructive partnership with its clients, but a successful relationship founded on integrity, reliability and credibility.

GTSS is one of the leading IT staffing companies and an expert in locating local and international talent. GTSS knows where the best IT talent can be found and what it takes to attract and retain them. GTSS understands the need to evaluate client businesses, its IT initiatives and work environments before looking out for professionals who can fit the role. This helps us develop an Employee Value Proposition (EVP) that is capable of attracting the best talent in the market.

GTSS believes in leveraging its highly efficient referral network for sourcing needs of the clients. Our staffing managers interact with over 20,000 professionals to recruit the right candidates who will fit the cultural and technical environment of the client workplace. As a leading IT staffing firm, GTSS follows a rigorous screening and selection process to filter the best talent for recruitment. Screening resumes,

conducting interviews, technical assessments; performing reference checks are all done before presenting the candidates to the clients.

The advantages that GTSS provides to organizations that partner with it for staffing requirements are manifold. While GTSS offers a full range of IT Consulting and Development services across industries and domains, it also has a highly skilled, fully trained resource pool that companies can tap into. With flexible staffing options such as providing candidates on short/long term contracts, contract to hire, permanent hire as well as customized staffing options, where the service includes providing a client firm-specific resource back after a stated time period, GTSS Staffing makes the staffing experience easy.

With its cost-effective model that charges almost 20% less than industry average, without compromising on talent quality or experience, GTSS provides its clients a less expensive yet a more rewarding partnership.

6.1 GTSS Staffing: The USP

Some distinct features of GTSS Staffing that makes it a staffing leader to reckon with include:

Highly Customized Resource Allocation: Unlike other staffing companies which do not really have control over their resource schedule and availability after the completion of a project at a given client site, GTSS gauges the criticality of the resource and deploys them in in-house projects, so that the same resource can be allocated to the client, if the need may arise in the future. GTSS has in-house projects and with the help of these projects, the resources are kept busy and trained in the latest technologies and tools, to be made available, lest there is a specific requirement from the customer for the resource anytime in the future. Thus with careful planning and effective use of in-house projects, GTSS provides an additional edge to its staffing services, not provided by other staffing companies.

Armed with the Right Tools: GTSS' resources, deployed on a client site aren't just resources; they are empowered with the right training, the right tools and the right 'resources' to make them effective and productive from day 1 of the project at the client site. These candidates thus fare really well in their projects, given the availability of the various helpful tools at their disposal provided to them by GTSS.

Creating a Team of Implementers: Another great differentiator of the GTSS staffing model, is the concept of Project Implementers. GTSS is not just able to provide individual resources to work on specific projects for the client, but they can also provide a full-fledged implementation team who can work on a project to achieve the desired solution. The customer therefore does not have to worry about creating a team from scratch, or the hassles of getting individual team members working well together. GTSS provides not just a team, but a team leader who can easily coordinate the working of the team and suggest optimum solutions in the minimum time frame.

GTSS is the Trusted Name: With globally operating teams situated in US, Japan and India, GTSS reaches out to top industrial giants in all these nations. The Information Technology Staffing services reaches out to over a thousand technical professionals a week and also meets with hundreds of them as part of its weekly recruitment plan. Bringing in economical and operating benefits for customers is the main aim of GTSS. With its unique staffing QA process that aids in understanding specific customer needs and delivers by providing the best match of talents, GTSS is able to deliver the best staffing services.

Wide Experience & Profound Expertise: GTSS project teams comprise of highly qualified technical consultants, team leads, project managers, developers and testing professionals who can efficiently convert user requirements to build robust systems and software. With the vast experience gained from serving a wide range of clients in industries including aerospace, automotive, health care, education, insurance, government, energy and utilities, and financial institutions, GTSS has rich domain expertise in all these areas.

Low Cost per Hire Ratio - Better ROI: GTSS staffing services aims at reducing the cost per hire thereby raising the return on investment for its clients. And, realizing low cost benefits is one of the valued services of GTSS. When done on an individual basis, the organization incurs high costs for staffing. Some of the costs incurred include sourcing costs, advertisement cost, recruitment process costs, screening costs and training costs. Calculating a quality ratio using these figures can bring out alarming cost per hire value for the company. GTSS helps to reduce this cost for the client.

Reducing Staffing/Recruitment Overhead Costs: Salary, training and other perks amount to high costs for the organization. Combined with recruitment costs, they reach alarming heights, taking a dig at the overall revenue. GTSS aims to reduce these staffing/recruitment overhead costs thereby enabling the organization to realize high cost benefits over a period of time.

To sum up, GTSS provides innovative and efficient solutions that are aimed at achieving the following:

- Providing staffing requirements that match the roles required by clients
- Delivering enhanced operational efficiencies through high quality recruitment processes
- Reducing cost for services by raising the cost-benefit ratio, eventually targeting an increased overall ROI for the client
- Above all, GTSS staffing services is the best in the industry

7. Conclusion

For any company, employees are the greatest asset and to pick the right employees is not as easy as it sounds. There is a pressing need for a dedicated staffing partner

to help find the best talent in the IT job market. And this is what makes GTSS a real blessing for the IT industry. For more details on the staffing services of GTSS, email us at xxx@gtssminds.com.