

Bagg Technology Resources (“**BTR**”) has worked with the leading global provider of real estate and relocation services for a variety of IT projects that included the provision of Business Analysts, Project Managers, Information Architects and Developers in both contract and full time capacities. All the efforts had centred primarily on their Development and Infrastructure teams. Our success in this area was shared with the Operations/ Support area where there was an urgency to fill numerous Helpdesk contract roles.



The firm had recently acquired another property management firm and a decision had been made to **consolidate the various helpdesks into one location**.

However the location chosen in Arizona required significant renovations included cabling, network changes and extensive building renovations which were estimated to take 3-4 months. Thus the Helpdesk would have to be temporary housed in another location within Toronto.

The Operations Management contacted several vendors to source this contract IT workforce. We returned the call and engaged in a discovery session as to the exact requirements

within one hour of initial contact.

BTR learned that all candidates would have to be available for rotating 7/24 shifts, be adept to learn their in-house applications quickly and be experienced at delivering a high level of customer satisfaction. The budget for these resources was limited and had little to no future employment possibilities. The client needed to hire immediately and required assistance with the intake of qualified resources due to time constraints, scheduling of interviews and testing. We focussed on recruiting and screening candidates, who could perform the assigned tasks, ramp up quickly, provide excellent customer satisfaction and who were readily available.

We responded to the client within 24 hours with candidates who fit the criteria. In addition, we provided regular status reports to facilitate interviews. The Operations Manager was impressed with our delivery, industry connections and in the end, gave us exclusivity on the roles.

The outcome was that we were able to fully staff this department on time and within budget. The team was trained and although the Arizona office renovations had several delays, the service desk area had no disruption in service and was seamless to the end customers and end users. The team assembled completed the assignment and assisted with knowledge transfer.

In total, 8 Helpdesk Analysts were hired for an initial 3 month term, which was extended (approximately 5 months) with one of the resources being hired on full time by the client.

Direct
Results