

## CASE STUDY

### ENERGY LEADER'S VENDOR CONSOLIDATION PROCESS PLACES WHITAKER IT ON TOP

#### The Client

One of the nation's largest energy companies, this client has over a million residential, commercial and agricultural customers, and markets to industrial customers and cities and towns across the United States. It also provides utility services to hundreds of communities in multiple states.

#### The Challenge

To procure the technical talent needed to drive mission-critical projects and support its continuous growth, the firm's hiring managers worked directly with the staffing firms of their choice. This decentralized process required key personnel to focus valuable time on administrative staffing activities instead of core responsibilities. In addition, managers were negotiating rates, resulting in different rates for the same skill sets — sometimes with the same staffing vendor.

The energy company decided to replace this costly and time-consuming recruiting methodology with a more streamlined, cost-effective process, and needed to identify a select number of staffing partners to deliver qualified talent at a fair price.

#### The Solution

In 2005, the client launched a staffing vendor selection process designed to identify firms capable of meeting its stringent quality and cost requirements. Additionally, the client wanted staffing partners with values, ethics and a commitment to employee satisfaction similar to its own. Among the 12 vendors under consideration was Whitaker IT (Whitaker), an accomplished IT staffing firm with a long track record

of success with the client. After a comprehensive vendor assessment, the energy company named Whitaker and one other firm as its preferred IT staffing providers.

#### The Results

By leveraging its significant IT staffing expertise and thorough understanding of the client's objectives and culture, Whitaker has filled more than 90% of the client's IT positions sent to external suppliers. "Whitaker is very selective about the individuals they present and doesn't flood us with resumes. They submit only a few candidates and the quality of their candidates is very high," said the client's employment analyst. "They know that a cultural fit is just as important to us as a technical fit and are dedicated to finding candidates who meet our specific needs."

"Whitaker makes my job easier," continued the analyst. "They are dedicated, diligent and conscientious; nothing slips through the cracks. For example, we had a hard-to-fill senior IT management position that called for a very specific skill set. Whitaker worked closely with the hiring director to ensure they understood exactly what he needed. It wasn't easy to find the right person, but Whitaker never gave up, and came through with the ideal candidate."

Whitaker has provided the energy giant with a wide range of skilled, full-time IT professionals including systems engineers, network engineers, application developers, database administrators and systems administrators. Whitaker has also filled several contract requirements for the client. "I strongly recommend Whitaker," the analyst concluded. "They are honest, fair and consistent professionals who take pride in their work and it shows."

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*- Employment Analyst, Major Energy Company*