

# A Multi-Billion Dollar IT Services Provider Increases volume by 300% and goes nationwide

## Company Overview

A leading provider of professional and managed services for advanced IT solutions with over 3,000 IT professionals and 60+ offices across the U.S. Their digital infrastructure, cloud and security solutions empower 7,000 mid-market, enterprise, and government clients to take advantage of new digital revenue streams.

## Challenges



**Scalability:** They needed to establish a centralized platform for managing their contingent labor in order to expand service delivery operations nationwide.



**Consistency & Compliance:** It was difficult for the company to drive consistent quality and ensure labor compliance across their entire independent workforce.



**Customer Demands:** Work needed to be done with the quality, speed and flexibility critical to keep pace with the constant changes of today's digital demands.

## How We Helped



### Custom Talent Pools

Easily organized thousands of on-demand workers into logical groups, able to define what each resource is for by using our tagging feature.



### Smart Staffing

The client leveraged our Learning Management System (LMS) to administer prerequisite tests and verify skills in order to ensure optimal job matching.



### Unified Tracking & Reporting

Gained complete visibility into the performance of their flexible workforce from engagement, quality, and customer satisfaction to geographical coverage and response times.

## Results

### 300% increase in volume in first year:

Successfully scaled from a regional to a national IT services provider.



### 25% less time for dispatch:

Identified and deployed the right resources for the job faster than ever before and were able to deliver on short-notice projects.

### Customer retention and project repeat:

Increased by 20% since the beginning of our partnership. Highest level of C-Sat achieved in company's history.

“WorkMarket helps drive our growth by allowing us to manage thousands of job sites—all at the same time.”



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