

EPMA Staffing

Case Study

EPMA STAFFING SOLUTIONS

Recently, EPMA's staffing solutions service was sought out by a Fortune 500 natural gas company, the workforce of which was largely comprised of contingent resources (approximately 70%). As we worked to provide a solution for this new client, we kept diligent records to craft a concise and accurate case study of the results we were able to achieve.

To summarize the contents of the case study, we can say with confidence that the staffing solutions EPMA provides are unique and effective. Our new client came to us frustrated with their current employment process, and we were able to provide a solution to better equip them with competent workers, and in turn, save the company time and money.

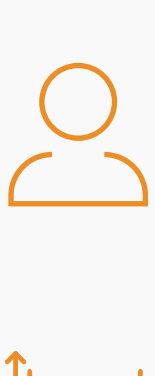
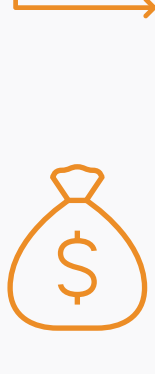
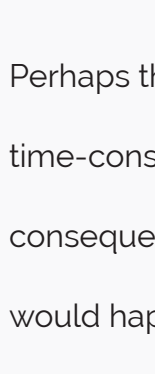
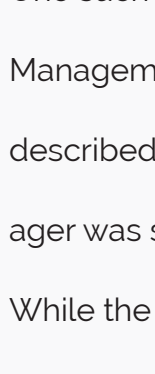
The Key Issue

Our client's main problem stemmed from their IT division and IT project management offices, where **valuable positions were being filled by candidates who were unqualified** for several major duties and responsibilities.

Cause & Effect

Like so many major corporations around the world, the cause of this company's staffing problem stemmed from using internal recruiters or mandated staffing agencies to hire new employees. Oftentimes, if there was a position that needed to be filled, our client provided a brief job description to their chosen staffing vendor, and the job description was matched to countless potential candidates in the staffing vendor's databases. The vendor would then send 10+ resumes to our client's hiring manager, who would read through, contact, and interview candidates.

A combination of generic job descriptions and the staffing vendors' mass resume mills resulted in the following effects:

-  **Countless work hours were wasted sifting through and reviewing resumes, contacting potential candidates, and interviewing the perceived top candidates.**
-  **Sub-par candidates were hired.**
-  **Our client experienced a high turnover rate.**
-  **Way too much company money was spent on man hours, training, and compensating for inadequate employees and a high turnover.**

Perhaps the most devastating part of this problem was that it continued in a costly, time-consuming cycle. Candidates were interviewed and hired, our client dealt with the consequential effects of staffing inadequate employees, the position re-opened, and it would happen all over again.

One such staffing mistake caused this company to reach out to EPMA for IT Project Management staffing solutions. Using the messy, generalized employment process we just described, our client faced difficulties after hiring a new project manager. This project manager was selected due to industry knowledge, but that was their only qualifying feature. While the candidate was familiar with the industry, they had no experience as a project manager and very limited knowledge and experience with the standard PPM tools that the company used.

The Solution

1. Determine the Problem

To ensure a successful solution, we first took the time to speak with the client about their frustrations with previous staffing vendors and internal recruiters. We discussed the results of this hiring process and learned what they were most dissatisfied with.

2. Identify the Ideal Job Candidate

After identifying the key issues and what actions were causing them, it was time to craft the perfect solution. We asked our client to answer a brief list of questions and provide us with a detailed description of the ideal candidate – a wish-list, if you will. In this case, our client was searching for the following:

-  Proactive Project Manager with both functional and technical capabilities.
-  Someone with the ability to translate between a technical team of developers and the business groups.
-  Specific experience managing projects in midstream, nomination and scheduling, contracts and capacity release, and EPI and invoicing processes.
-  Drive better project management across the team and establish better documentation and procedures.

3. Craft a Solution

When it comes to providing companies with powerful project management staffing solutions, we go beyond the technical details of the job description. Once we had the client's wish list, we went another step further to familiarize ourselves with the type of resource they needed – taking into account more than just experience. We also factored in the culture of the organization and the culture of the specific team the PM would be working with.

4. Review and Approval

With our extensive job candidate profile in hand, EPMA created a job requisition based on the client's wishes, the culture of the company, and our recommendations based on similar staffing solutions that we've provided in the past. Once we completed our requisition, we reviewed it with the client to ensure we captured their requirements appropriately, and they sealed it with their stamp of approval.

5. Fill the Position

Once we created the perfect job requisition, we initiated our 5-step vetting process to discover and qualify potential candidates. To make sure we found just the right person for the job, we required a thorough resume submission from each candidate and proceeded with our additional screening process that consists of a write-up and a video.

Within 48 hours of mobilizing our job requisition, EPMA provided three highly targeted and qualified candidates for the client.

The very first candidate reviewed was interviewed and hired.

The Results

Shortly after hiring one of the three candidates EPMA recommended, our client stated that **"this is by far the best candidate we have seen or hired in the last 12 months."** With continued monitoring and research, we determined that our technology staffing solutions provided our client with the following results:

- Reduced turnover
- Reduced time spent on weeding out inadequate resumes and candidates
- Top tier candidates

Once the position was filled and our client was happy with their new hire, they enlisted our staffing solutions services to submit candidates for five more roles, including developers, business analysts, and project schedulers. EPMA is now a preferred vendor for IT and PM resourcing needs at this company and several others.

If you're in need of effective staffing solutions, contact EPMA today!