



## IT Department Goes Missing From Global Company With \$800M In Sales

### Situation

A global, publicly traded specialty pharmaceutical company with over 2000 employees and nearly \$800 million in sales was faced with a major challenge. They had recently sold off a large business unit which happened to include nearly all of the IT staff. While a profitable and sensible move for the company, it left them in a position of weakness with little to no support for their 1000+ outside sales reps, not to mention the rest of the organization. The CIO had to quickly and efficiently respond to this newly created vacuum. The goal was not only to fill the void created by the sale within IT, but also to build in new systems and processes to support the business going forward.

**CSI's Rigorous 10 Point Screening & Preparation Process**

- 1. Comprehensive Job Requisition Written**  
Work closely with client to outline a thorough and succinct job profile
- 2. Search Current Network**  
Tap CSI's network of consultants and professionals
- 3. Post on Job Boards**  
CSI holds accounts with all the major job boards for unlimited postings
- 4. "First-in-Line", 24/7 Search Process**  
Around the clock searches means CSI is 'First-in-Line' with candidates
- 5. Screening Process**  
1)Recruiter 2)CSI Account Manager 3)Peer Review
- 6. Top 3 Candidates Submitted**  
After intensive screening, the three best candidates are submitted
- 7. Upon Client Approval, Extend Offer**  
Offer extended to the candidate selected by client
- 8. Drug Test, Background And Reference Checks**  
CSI performs drug, background and reference checks on candidate
- 9. Training Modules**  
At no cost, client picks 3 Training Modules for candidate to take part in
- 10. Thirty (30) Day Status Review**  
CSI account manager reviews status and progress of candidate

### Approach

Recognizing that the company needed to “gear up” quickly, CSI looked at every aspect of not only the immediate IT needs, but also the business needs of the firm as well. Learning from team leaders throughout the company, CSI was able to build candidate profiles that would support both IT and the business drivers. CSI implemented their *10 Point Screening & Preparation Process* to attract and screen IT staff of all levels that were a “right-fit” for the organization. To insure that candidates possessed the skills needed, and as part of the *10 Point Process*, prospective hires were screened by a recruiter, interviewed by a CSI Account Manager who is an IT professional and also met with a technical specialist for a peer review. These specialists were IT consultants currently performing the same duties that a candidate would be expected to perform. After the company completed final selection, CSI put each new hire through 3 training modules, selected by the client at no additional cost. These modules, picked from over 160, allowed for additional knowledge in a variety of areas related to their job function or industry.

### Outcome

From level 1, 2, & 3 Desktop Support to Server Administration personnel, CSI assembled a team of professionals that met the goals of the business. Since the company was also adjusting to having sold off a division, CSI assisted in putting processes in place to support the remaining organization structure. New systems and applications were implemented and a new data center was quickly built. The staff of over 2000 quickly went from having ‘no where to turn’, to realizing a full IT department ready to support the ever changing needs of a global workforce and company.

“What CSI did for us was a near miracle. I wouldn’t have expected these kinds of results from *any* company, but they were able to get it done. We love the Training Modules they include. We put people through Change Management, Computer Validation and even Customer Service training before they started – what a great ‘insurance policy’ when outsourcing your IT staff”, said the CIO.

### About IT Staffing Solutions

CSI is recognized for delivering IT staff who are a ‘right-fit’ for an organization. Through their rigorous *10 Point Screening & Preparation Process*, candidates from CSI are better matched to a client’s IT and business goals.

### GREAT RESULTS

CSI delivered an IT Staffing Solution which was aligned perfectly with the goals and drivers of the organization.

- Quickly deployed PCs & laptops to over 1000 sales representatives
- Increased staff confidence in the IT group
- Developed processes and new systems aligned with business goals
- Provided full training and support of newly deployed systems

### REAL TIME BENEFITS

Prior to partnering with CSI, the client had virtually no support for its 2000+ global workforce. After implementing the *CSI IT Staffing Solution*, the company was able to ‘gear up’ quickly without sacrificing the quality of candidates which CSI brought to them.

Through the *10 Point Screening & Preparation Process*, the client was able to outsource nearly all of their IT functions to CSI consultants who had been screened by real-world IT professionals performing the same duties.

Staffing requirements were addressed head-on by CSI, who delivered consultants that were fully prepared to meet the firm’s business needs.