



SMARTSOURCE

LARGE STAFFING COMPANY OUTSOURCES IT FOR FAST, RELIABLE EXECUTION



BACKGROUND

One of SmartSource's clients is a premier provider of employment and staffing solutions to Fortune 1000 customers across the United States and Canada. The company was originally drawn to SmartSource because of its national footprint, 24/7 expert IT service, and the ability to offer a standardized pricing model. SmartSource fulfills all of the client's contractor needs, including laptops, peripherals and accessories, monitors, security and software configurations and full technical support, across all 70 locations in the US and Canada.

CHALLENGE

At the onset of the COVID-19 pandemic, the client shifted to a work-from-home environment for both employees and contract workers. As a result, it had an urgent need to outfit more than 1300 employees with remote workstations. Simultaneously, the daily number of contract requests began to rise due to the economic instability of permanent and full-time job placements within the nation's workforce.

"Many staffing firms had difficulties getting laptops out when COVID hit. These companies struggled to get the proper tools to their people, and it materially impacted their financial results. We owe our success to the relationship we've built with SmartSource."

- Director of Finance

SOLUTION

SmartSource configured and shipped 1300 workstations – from 14 different SmartSource locations – to more than 60 client offices within 9 days. The client credits the success of the deployment to a smooth ordering process and SmartSource's white-glove service.

To ensure accuracy and expedite the process, all IT requests are generated through the client's internal ordering platform, which automatically generates an email order to the SmartSource IT Support Team. The client receives detailed reports regarding the equipment that's been ordered, returned, and in the field.

By providing reliable concierge service, SmartSource has become a true extension of the client's IT division. Given the client's fluctuating business needs, outsourcing IT is the easiest and most economical way to operate. Rather than investing the money necessary to purchase, store, maintain, deploy, support, and receive the assets themselves, they rely on SmartSource – a solution that has proven to be far less costly and labor intensive.