

How to pick the right workforce solutions partner

Whether you're a small business owner, just in need of some contractual help, or a Fortune 500 company hiring for a large project, workforce solutions companies are a great way to find top talent quickly. But with so many different agencies out there, how do you choose the right one for your business? Consider these six factors before choosing one:

1. References. Reach out to your professional network to see who they use. Trusted peers can often give you the best advice. But sometimes, what's right for their business isn't right for yours. So, you should still ask for the company's references. Speaking to their clients will help you gain an unbiased view of your potential vendor.



2. Success in certain skill sets. Just because a company is an IT staffing firm doesn't mean they have experience or success in the role you need filled. Some companies may place a lot of developers, but if you need a data security specialist, you should partner with a firm with experience placing data security roles. Investigate niches and areas of success before hiring a vendor.



3. History/financials. Consider how long a company has been in business. You probably won't be able to obtain financial statements, so instead ask your contact if they are self-sustaining. Also, if they are involved in any outstanding legal battles, you should find another, more reputable company.



4. Rates. What companies charge is important to your bottom line, and should be taken into consideration. Rates vary and there are different



factors to consider: Is this a permanent job? If it's a contract, how long is it? These aspects can contribute to the cost of using a firm's services. And, they typically differ from agency to agency.

5. Process. How a workforce solutions company works with clients is important. Have your contact walk you through the entire hiring process so you know what to expect. Some things to consider:



- + How do they find candidates?
- + How do they screen candidates?
- + Will each candidate know your company name upon submittal?
- + How many back-outs do they typically have with interviews? Hires?
- + What percent of their hires come from sub-vendors?

6. Customer service. If issues arise, who are you supposed to contact? Having open lines of communication with your workforce solutions partner is important and can make a difference in your experience with them. Make sure your expectations are clear ahead of time and that you know the process to get any issues or questions resolved in a timely manner.

