

# International IT Services Firm

A leading international IT services firm engaged Metasys to provide top tier SAP talent

## Delivering a competitive advantage for an international IT services firm

One of the most prolific international IT services firms is a trusted provider of SAP consulting services to leading organizations in the Fortune 2000. In order to continually provide impact for its customers, this IT services firm requires top SAP talent on staff.


The talent war for SAP today is excruciatingly competitive. The vast majority of the Fortune 2000 relies on SAP to run an intelligent enterprise; today there are significantly fewer SAP skilled professionals in the market compared to available job openings.

Traditionally, this IT services firm had engaged two partners to supply SAP talent. However due to their dissatisfaction with experience and quality, the firm turned to Metasys. The IT services firm specifically engaged Metasys because of our deep experience in providing top tier SAP talent. The firm relied on our professionals not only to provide talent, but also to provide a perspective on the evolving IT stack of global organizations.

## Metasys executed a five step process to supply best in class SAP talent

The Metasys team executed on a five step, holistic process to help the IT services firm accomplish its objectives:

- 1** **Baseline audit of current requirements:** We worked hand in hand with the talent acquisition team to understand current outstanding requirements, expectations and where the firm has historically been challenged.
- 2** **Identification of opportunities:** We worked closely with the IT services firm to pair our perspectives on the industry with their specific experience to identify immediate talent opportunities as well as likely future opportunities based on industry demand. Our recruiting team has specialized expertise in SAP; our ability to parse the technical differentiators and nuances between SAP applications enriched the IT services firm's market intelligence.
- 3** **Targeted plan for value creation:** After identification of the opportunity set, we created an action plan to ensure we worked on requirements that the firm's outside talent partners historically struggled with.
- 4** **Continual process improvement:** With a base action plan in hand, we worked with the firm to set up a cadence to regularly iterate as we executed; this included a review of outstanding requirements, industry benchmarks and best practices on how to collectively drive impact.
- 5** **White glove service:** To ensure the program was continually aligned with world class standards, we creatively worked on a variety of unbundled solutions to ensure the firm had exactly what it needed.



**Metasys has been given an expansive mandate due to our success and serves as a trusted talent partner to the IT services firm**

The program to date has been a material success – Metasys has helped the IT services firm secure top talent for a number of mission critical engagements. The IT services firm has been so pleased with Metasys it has awarded us with the ability to fill permanent requirements; something it previously kept in house and outside the scope of engagement with external talent partners. Metasys has laid the framework for the IT services firm to ensure a strong pipeline of SAP talent for years to come.