

About Consultis

Founded in 1984, Consultis is a pioneer in the IT professional services industry with offices in major cities throughout the U.S. We pride ourselves on being true talent and industry experts. By helping reduce many of the recruitment and retention challenges businesses face, Consultis is helping companies run more efficient organizations while maintaining the highest hiring standards. To learn more about Consultis, visit www.consultis.com, or call 1-800-ASK-COMP.

Comprehensive Project at Tyco Safety Products Ensures Data Security, Integrity and Availability

Tyco Safety Products, a \$3 billion division of Tyco International, designs, manufactures and sells electronic security, life safety and fire suppression products.

The Challenge

With its North American Data Center located in hurricane-prone Southeast Florida, Tyco Safety Products needed a way to avoid business disruption and ensure the security, availability and integrity of its information in the event of a powerful storm. While a comprehensive project was initiated, Tyco needed external resources with specialized expertise to implement the plan.

The Solution

Based on its proven track record of providing top tier IT consultants since 2005, Consultis was engaged to deliver a team of consultants to see the project through from start to finish.

The Consultis Program Manager worked with the client to detail the project's scope and resources, made certain the program stayed on track, and briefed management weekly and corporate executive sponsors quarterly. "The Program Manager formalized the project for us, assessed the risks, kept everyone on track and on task," said Sharon Moura, VP, Global Information Technology at Tyco Safety Products. "Because he had both strong program management skills and technical expertise, he was able to bring the team together and made sure they all understood what they had to do."

The Results

The data center project was successfully completed. All deliverables were accomplished, all risks were mitigated, all funding was accounted for and capital funds not required were released from the program. Among the project deliverables:

- The U.S. data center was updated: three SANs were replaced, 200 Windows physical servers were moved to new virtual servers, and existing HP Superdome (UNIX) was updated

- A new data center was built in Quebec, Canada with back-up power generators and network connectivity; continuous data replication was implemented between the two
- Applications supporting three strategic business units were moved from the U.S. data center to the Canadian data center to balance the load between the two
- Recovery time dropped from 96 hours to 8 hours, and a one-hour recovery point objective

Tyco Safety Products was extremely impressed with the quality and diligence of the Consultis professionals. "These consultants became a part of our team," said Moura. "They were personally invested in the project's success and worked so well with our team. They brought to us the program and project management experience and skills we needed."

"This project came in on time and significantly under budget," concluded Moura. "It not only exceeded our expectations, we are confident we will bring our recovery times even lower in the future."

Energy Transfer Company Counts on Consultis for Exact-Match Consultants

Energy Transfer Company (ETC) is the midstream natural gas operating division of Energy Transfer Partners, L.P. Its operations include more than 17,500 miles of natural gas gathering, transportation, natural gas processing and storage located in Texas, Colorado, Louisiana, New Mexico, and Utah.

The Challenge

Over the past decade, ETC has experienced significant growth and the IT Infrastructure department was frequently in hiring mode. Although hiring managers obtained resumes of technically qualified applicants with ease, they often found a lack of interpersonal, collaboration and multitasking skills essential for success. "From my perspective, almost anyone can create a resume, and even perform the duties listed on the resume," said Randy Morris, CIO at ETC. "But as fast as we are growing, we can't afford to bring on people who have the technical skills but don't fit into our team environment."

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The Solution

Consultis approached ETC in 1997 with an ideal solution for its IT staffing challenges. Through its in-depth client profile process, comprehensive qualification methodology and flexible staffing services, Consultis would be able to:

- Develop an in depth understanding of ETC's business objectives, technology systems, culture and environment and combine its knowledge with its comprehensive candidate vetting process to identify people with the right technical and interpersonal skills
- Provide consultants on a contract-to-hire basis, allowing ETC to evaluate their technical proficiency and ability to seamlessly assimilate into the organization before making the hiring decision
- Help ETC avoid the high costs associated with hiring the wrong people

ETC soon engaged Consultis' resources on a contract-to-hire basis. "The reason we use the 'temp-to-perm' model is so that we can make sure the individual matches our culture," said Morris. "Our environment is very fast paced and our rules change often as we grow and acquire other businesses. Consultis has always understood how important the cultural fit was to us and took the time to understand our company and environment. We can trust that a candidate they send is the right fit for our company."

The Results

Consultis has placed numerous IT professionals at ETC since 1997 in client service, network engineering and database administration roles. Many of the individuals are still with ETC today, including the company's Senior Director of IT Systems who began working at ETC as a Consultis consultant in 1998.

The relationship between ETC and Consultis is truly a partnership. "The fact that they know us so well is what differentiates them from other vendors and provides the most value to Energy Transfer," concluded Morris.

Delivering Key Resources for Complex and Geographically Dispersed Requirements at Milwaukee Electric Tool Corporation

Milwaukee Electric Tool Corporation (Milwaukee) is an industry leading manufacturer and marketer of heavy duty power tools and accessories for professional users worldwide.

The Challenge

Milwaukee's IT organization uses a flexible workforce strategy in its manufacturing plants to maintain optimal staffing levels. By

augmenting its existing staff with skilled consultants at its geographically dispersed plants, the IT group can respond quickly to changes in business demands without impacting its core team. As the need for contract field technicians grew, Milwaukee IT found it difficult to find technically proficient consultants who could easily assimilate into the company culture — especially in remote locations.

The Solution

In 1997, Consultis met with Milwaukee IT hiring managers to learn more about the organization and its IT staffing needs. It was clear that the contract field service technician role was critical to the IT group and finding people with the right combination of technical and interpersonal skills was very important to the hiring managers. "These technicians provide IT and infrastructure support services to all plant employees, and often interact with managers and visiting executives," said Garry Plate, IS Infrastructure Manager at Milwaukee. "We require skilled professionals who are open, communicative, responsive and reliable."

Using its comprehensive vetting process that includes in-depth behavioral interviews, reference checks and skill proficiency assessments, Consultis proactively submitted an individual matching Milwaukee's consultant profile, the candidate was hired for a local contract technician position. Since then, Consultis continues to deliver top resources. Just a few examples of success:

- Faced with an unexpected consultant departure at a remote plant in Greenwood, Mississippi, Consultis was able to find a replacement when no other supplier could
- In need of a bilingual, U.S.-based network consultant for an opportunity in Matramos, Mexico, Consultis came through
- Seeking professionals who could support two plants and travel back and forth as needed, Consultis found the right people

The Results

By demonstrating a solid understanding of Milwaukee's culture, IT infrastructure and consultant requirements, Consultis has consistently filled the company's field technician requirements for the past 12 years. Additionally, many of the contract positions were extended for three years or longer and Consultis' professionals remained on board throughout the engagement — ensuring consistent service at the plant and eliminating the cost and time associated with refilling a position.

"I know if I need a technician at one of our plants Consultis will deliver a strong candidate, regardless of the location," said Plate. "They have always found the right person the first time. I don't have to worry when I have an opening at these plants. Consultis gives me piece of mind."