



## OUR SOLUTION

Global Technical Talent with placement Specialists in software development lifecycle positions such as Business Analysts, Project Managers, Developers and Testers, Global Technical Talent also provides Liberty Mutual with help desk, desktop support professionals and systems administrators—presenting, in each case, up to three qualified candidates within a 24-hour window of the search assignment request.

Candidates recruited to Liberty's Portsmouth location must often demonstrate core technology competencies that are typically highly specialized. In spite of this requirement Global Technical Talent has always responded rapidly and appropriately. For example, when the search requisition demanded a candidate with Avaya experience for assignment to an internal telephony project, Global Technical Talent quickly identified a qualified resource. The candidate proved to be such a valuable asset that he remained on the team for over a year and was later recruited back to Liberty Mutual when his skills were again required.

In delivering world-class solutions for its internal customers, Liberty's hosting group has developed a reputation for its integrity and commitment to treating people with dignity and respect. As a result, Global Technical Talent—while treating technically qualified candidates equally—often uses this quality to separate one candidate from another, particularly in key customer support positions where contractors regularly interact with end users.

The confidence evidenced by its placements has enabled Global Technical Talent to extend its geographic reach to locate IT capable candidates for Liberty Mutual in cities as diverse as Kansas City, Missouri and Seattle, Washington, (the latter a result of the 2008 Liberty Mutual Safeco acquisition). Although in each case the staffing assignment

was developed in the Portsmouth office—the centralized data/nerve center of IT hosting corporate-wide—it was Global Technical Talent's ability to "sell" Liberty Mutual to its candidates that ultimately enabled successful placements.

While Global Technical Talent recruits from all over the country on behalf of its clients, ideally placing candidates in their own backyard, it's often a client's reputation and brand name that "sells" the candidates on the company. In the case of Liberty Mutual candidates already familiar with its technology profile and its long-term commitment to contractors, make Global Technical Talent's "job" a lot easier in identifying, interviewing, testing and performing due diligence for interested candidates.

The calculus in which Global Technical Talent has invested—presenting clients with three candidates, two of which will likely be interviewed and one of whom will be hired—would be impossible without first satisfying its high standards such as comprehensive reference and background checks, technical testing, and detailed interviews. Global Technical Talent's recruiting "engine" ensures continuity of performance and qualified candidates for every client, including Liberty Mutual, where more than 60 contractors have been successfully placed since 2005.

Key to fostering an on-going relationship between Global Technical Talent and Liberty Mutual is knowledge transfer between contractors and internal employees. With the retirement of Baby Boomers, tactical IT placements are rapidly becoming the rule, rather than the exception. In fact, the need for computer software programmers, testers, project managers and others is expected to continue, unabated, for years to come, enabling companies like Liberty Mutual to fill gaps both in its IT expertise as well as in its rank and file numbers.

## POSITIONS FILLED

- Business Analysts
- Project Managers
- Developers
- Testers
- IT Security Officer



For Global Technical Talent proximity, performance and a personal touch have not only enabled it to be the "go-to" choice when it comes to client staff augmentation efforts on behalf of companies like Liberty Mutual, but also to set the talent bar for IT professionals with the in-demand skills both technical and social required by today's leading business-to-business and emerging technology companies. ■



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