



THE CLIENT

Serving more than 50,000 customers in 43 countries, Novell helps customers manage, simplify, secure and integrate their technology environments by leveraging best-of-breed, open standards-based software. With over 20 years of experience, more than 5,000 employees, 5,000 partners and support centers around the world, Novell helps customers gain control over their IT operating environment while reducing costs.

OPTIMIZING RESOURCES TO PROVIDE EXACTLY THE RIGHT TALENT FOR CRITICAL NEEDS, AND TO SUPPORT NEW BUSINESS COMMITMENTS.



“Global Technical Talent is a very valued IT Staffing partner to Novell. They have a strong pool of consultants for Novell to draw from for all our consulting engagements. On very short lead times Global Technical Talent consultants are available to Novell to hit the ground running and make immediate contributions on the most challenging, high profile and mission critical engagements.”

— Joanne Long
Novell



THE CHALLENGE

Novell relies on Global Technical Talent to help satisfy two ongoing staffing challenges. The first is to satisfy Novell’s own requirements within its Professional Services Group, which has a constant need for expert consultants with the specific skills to provide technical expertise on a diverse and growing range of software product technologies both old and new, in all its offices worldwide.

Our second challenge is to serve Novell’s Resource Management Group, which manages the necessary resources to address the fluctuating IT needs of existing customers and new client engagements. Typically, client requests have very short lead times, so Novell must be able to respond quickly. The company has to be in the position to provide the required resources when needed but, at the same time, avoid maintaining a costly surplus of personnel.

OUR SOLUTION

Novell has a high demand for senior-level architects, but the supply of qualified candidates to fill these positions is low. In addition to being technically astute, these individuals must also have a high degree of business acumen in order to represent Novell in new business situations and lead project teams. Having faced continuing frustration trying to find the right people for this demanding role, Novell enlisted Global Technical Talent to help.

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VALUE ADDED

- Provided access to a large pool of resources for technical staff meeting Novell’s specific and varied criteria.
- Helped the client increase market share, by enabling Novell to secure as much business as possible, confident that it could deliver the necessary technical staff to support them.
- Provided senior-level resources capable of successfully selling Novell and winning new business.
- Served as a partner, actively promoting Novell in the marketplace.
- Helped strengthen the perception of Novell as an elite provider of IT solutions and a great company to work for.
- Served as a seamless extension of the client’s HR department, by identifying critical talent.



OUR SOLUTION-CONTINUED

This initiative was of such great importance that Novell had contacted several recruitment firms to assist in the effort. Of these, only Global Technical Talent succeeded in finding any suitable candidates, and we ultimately helped Novell fill five positions for senior architects and business development managers in just 45 days.

This success led to other opportunities helping Novell manage the necessary staffing to provide seamless support to all its clients around the world. Often, an existing customer will call with a request at the end of one week looking for someone to start at the beginning of the next. Global Technical Talent maintains an extensive pool of identified and proven talent who can be contacted at a moment's notice to ensure Novell can quickly satisfy any IT staffing need that arises. As a result of our work placing permanent resources, Novell bestowed premier partner status on Global Technical Talent.

The partnership with Global Technical Talent gives Novell the ability to respond to critical staffing needs instantly. This of great value because it allows Novell to pursue new business opportunities aggressively, and gain valuable market share, while being completely confident that Global Technical Talent can always provide a strong pool of technical resources to draw from.

Global Technical Talent conducts a comprehensive, rigorous screening process with highly specialized questionnaires and competency testing to ensure that only the most qualified candidates are presented to Novell. Our efforts in supporting the company's mission-

critical staffing needs have had the value-added benefit of helping expand Novell's presence in the market, providing greater brand name recognition and building the company's image recognition and exposure among potential clients, business opportunities, consultants, and candidates, across the country.

No job is too large or too small. At Global Technical Talent, we are flexible to our clients' needs. We have the resources to manage the financial logistics on large projects requiring multiple resources. And we do whatever it takes to accommodate our clients. Their emergencies become our emergencies. Our relationship with Novell exemplifies this point. By this time, Global Technical Talent knows the company so well that we are always aware of its staffing requirements, and we can address them proactively and appropriately based on the priority of Novell's need. ■

"The diligent screening Global Technical Talent routinely conducts is evident in the quality of the talent provided. By providing three qualified people for each opening, Global Technical Talent makes our task much easier, and significantly reduces the wasted time and effort required to interview multiple less-desirable candidates."

— Kristy Vernon
Director of Human Resources

TECHNICAL AREAS SERVICED

- Identity management architects
 - Directory specialists
 - Data warehouse architects
 - Senior Java J2EE architects
 - Java J2EE developers
 - Extend architects
 - Business analysts
 - Web developers
 - Client server architects
 - Client server developers
 - Technical writers
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- Resolved staffing issues at various Novell corporate and Novell client sites throughout the US.
 - Placements were for contract, contract-to-hire and permanent employment.
 - Duration of projects lasted from a few days to longer than a year.



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