



EXCEPTIONAL CARE. WITHOUT EXCEPTION.

THE CLIENT

Boston Medical Center is a private, not-for-profit, 626-licensed bed, academic medical center located in Boston’s historic South End. The hospital is the primary teaching affiliate for Boston University School of Medicine. Emphasizing community-based care, Boston Medical Center, with its mission to provide consistently accessible health services to all, is the largest safety net hospital in New England.

SOURCING HIGH CALIBER CANDIDATES FOR LEADING MEDICAL CENTER ENSURES PROMISING PROGNOSIS FOR TECHNOLOGY, DIAGNOSTIC AND THERAPEUTIC INNOVATIONS.



“Our mission-critical, patient-centric environment demands we recruit world-class professionals at every level of the organization. Global Technical Talent has consistently exceeded that standard of excellence, accelerating time-to-value while earning their candidates both the confidence of our IT management team, as well as my personal trust.”

— Brad Blake
 Director of IT, Boston Medical Center

THE CHALLENGE

Located in Boston’s historic South End Neighborhood, Boston Medical Center (BMC) provides superior, comprehensive care in virtually every medical specialty. BMC’s commitment to uncompromising excellence and caring for those most in need has enabled the hospital to become a national model of care, and caring, for all.

To satisfy this commitment BMC has not only recruited in top-notch clinical and administrative professionals, but has regularly invested in state-of-the-art technology, providing a meaningful blend of resources that has rapidly become its hallmark. In fact its investment in technology has attracted the attention of global enterprise companies which regularly supply the hospital with products and solutions not yet released to their own customers. This real world test bed enables clinicians and patients alike to benefit from the latest in diagnostic and therapeutic innovations.

With its internal recruiting teams suitably focused on identifying qualified physicians, nurses and other care-related staffing, BMC turned to Global Technical Talent to deliver qualified information technology professionals equipped with the experience, knowledge and intellect to extrapolate optimum value from its infrastructure investment.

OUR SOLUTION

Among the very first IT professionals recruited to BMC by Global Technical Talent was the Director of IT Security. This role focuses chiefly on mitigating [over]

VALUE ADDED

- Continued to meet or exceed client’s expectations for response time by presenting high-caliber, highly-qualified candidates within 24 hours.
- Provided flexible staff augmentation programs including temporary and temp-to-hire to ensure the best possible fit for the client as well as the candidate.
- Satisfied the client’s need for cost-effective, flexibly-billed IT experts to fill a variety of high profile application, network, wireless and security-focused roles.
- Supported the integrity of the client relationship by screening, testing, interviewing and thoroughly vetting each candidate prior to consideration by the Hiring Manager.
- Maintained collaboratively focused communications between the account representative and the client, including on-site meetings with managers and contractors that facilitated information transfer while managing expectations.



OUR SOLUTION-CONTINUED

the often porous nature of information by addressing existing legal as well as emerging best practices requirements consistent with and unique to hospital environments. For example, the director would be tasked with developing best practices associated with hospital compliance to the Health Insurance and Portability Accountability Act (HIPAA) and protecting the overall privacy needs of patients evaluated by their physician's wireless PDAs. In these cases and because the hospital prides itself on being a paperless environment where ever possible—BMC wanted to eliminate the possibility of unsecured data finding its way onto the public network.

To ensure that only most qualified candidates are presented, a Global Technical Talent recruiter validates their experience and performance through a battery of reference and background checks as well as skills testing. This includes evaluating how well the individual recruited to BMC as Director of IT Security is able to effectively communicate concepts, architectures and processes to members of their team, as well as to other departments.

Global Technical Talent account recruiters employ a proven screening process that begins with first qualifying the job directly with the hiring manager or a member of the team to which the selected candidate will report. Elements such as working environment, length and duration of the assignment, any specialized training the candidate must present as well as team dynamics are also carefully evaluated.



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Global Technical Talent recruiters also familiarize themselves with the type of management style the candidate will be exposed to—highly-structured or more MBO management by objectives—to ensure team continuity and optimum social interaction.

Relying on a mix of in-house “referenceable” candidates—including those previously placed by Global Technical Talent as well as external sources, as appropriate, candidates are then rank ordered and presented to clients—usually within 24 hours. Additionally, to ensure clients receive the most accurate reflection of a candidate's strengths and abilities, Global Technical Talent provides its clients with fully vetted, unembellished candidate resumes.

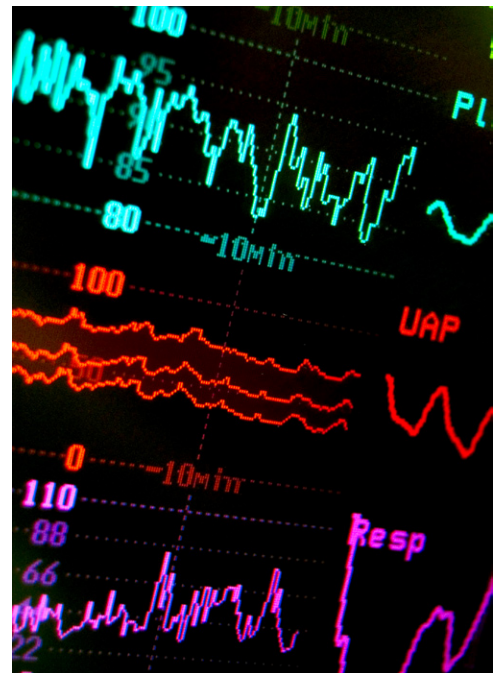
The depth of its candidate database, matched by a personal level of responsibility to which every recruiter is accountable, ensured BMC not only enjoyed a rapid turnaround on its search assignment, but also a select group of high caliber, highly-qualified candidates consistent with their professional expectations.

Often a recruiter will go even further to ensure a client's satisfaction. Because Global Technical Talent treats each client engagement as a partnership in progress, selected account representatives ensure candidates as well as clients are acclimating to each other comfortably and productively.

In the case of Boston Medical Center the recruiter credited his ability to walk the halls of the institution, taking the pulse of the environment and speaking to managers directly about their IT challenges, significant of the trust they have placed in him as well as the firm. That level of confidence has enabled it to place 10 IT professionals—in an array of senior and mid-management roles with BMC—since 2007.

POSITIONS FILLED

- Information Security Officer
- Wireless Technician
- Medical Application DBA
- Medical Application Analyst/Tester
- SR Network Engineer
- MS Architect



As cutting edge IT technology becomes as pervasive in healthcare settings as they are in their enterprise data center equivalents, identifying suitable candidates through a quality staffing solutions provider will become an even more critical need in the coming months and years. To satisfy this growing demand Global Technical Talent remains on-call for hospitals and enterprises alike, providing clients with both qualified IT services and information management professionals and long-term, mutually beneficial partnerships. ■