



THE CLIENT

Boston-based Liberty Mutual Group is a diversified global insurer and fifth largest property and casualty insurer in the U.S. The Company also ranks 86th on the Fortune 500 list of largest corporations in the U.S. based on 2008 revenue. As of December 31, 2008, Liberty Mutual Group had \$104.3 billion in consolidated assets, \$94.2 billion in consolidated liabilities and \$28.9 billion in annual consolidated revenue. Liberty Mutual employs over 45,000 people in more than 900 offices throughout the world

AROUND THE BLOCK OR ACROSS THE COUNTRY LIBERTY MUTUAL INSURANCE CHOOSES GLOBAL TECHNICAL TALENT TO DELIVER TACTICAL IT EXPERTISE.



“We measure the performance of our on-demand staffing vendors on response time and results. In terms of their ability to quickly present highly-skilled candidates for our consideration and contractors who rapidly deliver value to our internal IT organization, Global Technical Talent continues to suit our needs and meet our expectations.”

— Human Resources Manager,
Liberty Mutual

THE CHALLENGE

In sharing New Hampshire’s port city location, Portsmouth based Global Technical Talent and Liberty Mutual —have, since 2005, partnered on dozens of information technology searches, each demanding a specific skill set matched to exceptional fluency in end-user communication.

Based in Portsmouth, Liberty Mutual’s Hosting Group—a subset of Liberty Mutual Information Technology —supports all employee desktops, PC’s and laptops. The Group strives to provide business partners with applications, computing and communication services and IT consulting that enables company strategies and business objectives to be achieved. IT professionals recruited to this group fine-tune software for hundreds of departments and guide user groups through upgrades and rollouts.

To ensure its hosting group continues to seamlessly meet these obligations to users as well as the company, IT management prefers to work with staffing organizations whose candidates are not only on the cutting edge of technology, but also—like Liberty Mutual itself — place a high premium on customer service and user satisfaction. Fortunately for Global Technical Talent attracting candidates with that professional pedigree has been standard operating procedure for all clients since its inception.

[over]

VALUE ADDED

- Continued to meet or exceed client’s expectations for rapid response time by presenting high-caliber, highly-qualified candidates within 24 hours that enabled the company to continue to meet its internal service level agreements.
- A 98% success rate over 5+ years of presenting candidates who are ultimately retained and often extended by the client on a full-time basis on multiple assignments.
- Delivered nationwide service, placing candidates in other markets and far-reaching geographic locations.
- Achieved positive, year-over-year growth, based on a proven track record of success.
- Provided articulate, customer-centric tactical IT professionals conversant in a range of technologies, enabling the client to consistently achieve in-house business objectives and responsibly satisfy company strategies.



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. ■



GLOBAL TECHNICAL TALENT
Corporate Headquarters:
28 Deer Street
Portsmouth, New Hampshire 03801 USA