



THE CLIENT

Wright Express is a leading provider of payment processing and information management services to the U.S. commercial and government vehicle fleet industry. The company's services, which include detailed transaction data, analysis tools and purchase control capabilities, captures transaction data at more than 180,000 fuel and vehicle maintenance locations, including over 90% of the nation's retail fuel locations and 45,000 vehicle maintenance locations.

NATIONWIDE SEARCH ATTRACTS SKILLED IT PROFESSIONALS TO NEW ENGLAND COMPANY DRIVING COAST TO COAST EFFICIENCIES FOR U.S. VEHICLE FLEET SERVICES.



THE CHALLENGE

For many organizations controlling expenses and managing costs is a process that begins and ends with human capital: how efficiently it's deployed, how well it performs, and how economically it scales to the needs of the business.

Wright Express, a global provider of payment processing and information management services applies similar cost controls for U.S. commercial and government vehicle fleet services from coast to coast. The information collected by the company's charge cards at the point of sale, including the amount of the expenditure, the identification of the driver and vehicle, the odometer reading, and the identity of the fuel or vehicle maintenance provider, supply fleet owners with up-to-the-minute data that enables them to slash administrative time control expenses. As of 2009 Wright Express supported the vehicle fleet services of more than 290,000 individual customers representing 4.7 million vehicles.

Wright Express' network is one of the largest of its kind. To satisfy internal service level agreements while continuing to scale its data-rich informatics software platform to meet increasing demand requires next-generation information technology professionals skilled in a wide variety of languages, protocols and applications. This includes fluency in everything from front and back end Java development and middleware including IBM Websphere, Oracle WebLogic Suite [over]

VALUE ADDED

- Leveraged our national network of IT talent to find, qualify and recruit candidates willing to relocate to Maine.
- Satisfied the client's need for competitive terms of candidate and outplacement compensation, coming at, within or below budget.
- Provided responsive structured search and "on-demand" recruitment results, typically presenting qualified candidates within 24 hours.
- Continued to retain our position as one of two preferred technical staffing vendors.
- Satisfied the client need for experts in Java development, web user interface and back office applications, enabling the client to consistently meet internal service level agreements and achieve strategic milestones.
- Achieved positive, year-over-year growth, based on a proven track record of success.

"Global Technical Talent consistently provides us with timely and quality resources, enabling us to deliver on our aggressive schedules."

— George Hogan
VP/CIO Wright Express



THE CHALLENGE—CONTINUED

and Siebel CRM applications to Adobe® ColdFusion® software supporting the rapid creation of robust Internet applications as well as SpeechDesk's Tandem product, a multi modal, enterprise-grade instant messaging platform.

Challenged by the lack of suitably skilled IT professionals in its own backyard, the South Portland, Maine based company reached across its borders to partner with Global Technical Talent to identify qualified technical resources for its internal IT development team.

OUR SOLUTION

As the company's premier provider of dedicated information technology and lifecycle software developer professionals since 2002, Global Technical Talent has successfully recruited a range of qualified technical resources to Wright Express, both at the developer as well business and project manager levels, including the company's Vice President of Architecture. Interestingly, of these retained professionals, 70% were not already full-time residents of the Pine State.

Fortunately for Wright Express Global Technical Talent's recruitment process is borderless, identifying and pre-qualifying through resumes, referrals, reference and background checking skilled candidates both locally as well as nationwide. In the case of Wright Express that process included a commitment from the candidate to relocate, even temporarily, to the state of Maine. Using these metrics ensures that Global Technical Talent presents candidates who are both technically proficient as well as personally committed to the success of their clients.

Additionally, Global Technical Talent's New Hampshire location enables it to quickly respond and overcome any suggestions of candidate bias based on geography. As a result, recruiters can

credibly speak to candidates about the advantages of living in and relocating to Maine without appearing disingenuous to their best interests, ensuring successful outcomes for candidates and clients alike.

On a case by case basis a candidate can reap the benefits of full-time contracting without ever leaving home, at least on a permanent basis. An experienced web user interface, living in Michigan at the time and recruited to Wright Express' returned to his home as a full-time telecommuting resource for the company following a successful six months working onsite in South Portland. In fact, Global Technical Talent has also recruited multiple contractors to Wright Express from locations near and far including New England (Massachusetts), the Southeast (Georgia, Florida), the southwest (Texas) and the far west (California).

In addition to placing more than 30 retained search candidates with Wright Express in its two most recent years, Global Technical Talent has also supported the company's needs in an "on-demand" basis. This includes filling a Tandem developer position—filled previously through a competitor—who did not show up for his first day of work. Global Technical Talent was called the very next day, Tuesday, and by the following Monday the position had been successfully filled by one of its select, expert IT candidates.

With its business growing to support additional customers in both nationwide as well as offshore vehicle fleets, Wright Express fosters a customer service philosophy built on actively managing strong, long term strategic relationships. Matched to Global Technical Talent's pride in how quickly and qualitatively it responds to the technical staffing requirements of its clients, it's a partnership that continues to make both companies leaders in their respective industries. ■

POSITIONS FILLED

- Vice President, Architecture
- Business Analysts
- Project Managers
- Developers
- Testers



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