



CTG Managed Staffing Services

Today's companies
face keen
competitive
pressure to develop
high-quality,
reliable and cost-
effective IT
solutions.

Because Structured
Testing provides
insight into the
risks involved in
every stage of a
project, it is a
critical element in
developing and
deploying the
applications your
business requires.

Start Dreaming !

Suppose this were true ...: You can stop worrying about retention. Service coverage of more than 8 hours a day is no longer a problem, even 24 x 7 coverage becomes reality. Illness, holidays, unplanned events no longer endanger the continuity of your service unit.

Your unit is always staffed by a sufficient number of staff, automatically. And not just your average "staff", but competent people, who are dedicated to your goals, who are flexible in their approach, who enjoy being of service. Your only worry is whether adding another person will improve the level of efficiency even further.

Nice dream ... But you want to talk "reality" of course. **CTG's managed staffing services** can dispel your staffing nightmare and turn the dream into reality.

How ? By using a unique pooling system, which delivers resources in terms of required profiles, thus making your service person independent. Whether you are talking about customer support representatives, product specialists or system specialists. Whether you need junior, experienced or senior people.

Managed Staffing Concept

The CTG knowledge pool consists of some 400 ICT specialists in Belgium and around 3.800 worldwide. This means you can benefit from a very broad range of skills.

Guaranteed business continuity through technical profile matching ... Continue reading and see how it works.

You

- 1 Specify the number of seats (people working simultaneously) needed for the assignment ;
- Specify the working hours per seat (hours during which the services will be delivered) ;
- Specify the profile per seat ;
- Determine the technical and personal skills for each profile needed ;
- Screen the candidates after initial profile selection by CTG.

We

- Assist you in drawing up detailed profiles ;
- Deliver a detailed description of each profile's technical and personal skills ;
- In consultation with you draw up a function description (list of tasks) per profile or per seat ;
- Manage the pool of resources :
Calculate the composition and size of the pool (pool size will be larger than the actual number of seats) ; Take care of the daily co-ordination ; Take care of the long-term planning ; Recruit and train new people as needed ; Select and propose pool candidates ;
- Guarantee the availability of the requested profiles for the duration of the contract ;
- Regularly evaluate the competency development of each of its staff by recording performance and progress in technical and personal skill sets.
- Contact you at predetermined intervals to conduct a Service Quality Assessment (SQA) of the general services provided by CTG.

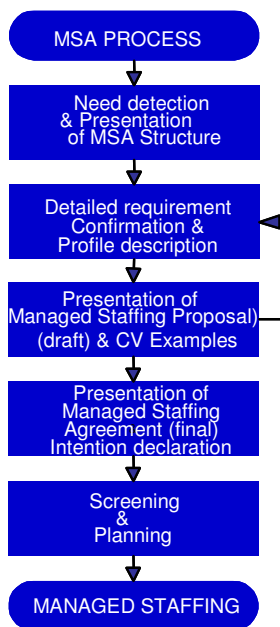
Our Commitment to Quality

CTG ensures the consistent delivery of the highest-quality services through proprietary best practices formally defined in our global quality system. CTG is among the first in our field to have designed and implemented a comprehensive Total Quality Management Program. This program guides our employees worldwide in qualifying opportunities, delivering projects on time, hiring the right professionals, and ensuring that client requirements are fully satisfied.

Managed Staffing Agreement (MSA)

In order to draw up a managed staffing agreement and provide you with the ideal candidates, we want to know exactly what your needs are. That is why we take the time to talk to you in detail about your requirements.

Sequentially, here is how the Managed Staffing Sales process works :



Your Benefits

- You personally approve each candidate ;
- A person's temporary or permanent unavailability does not endanger the continuity of the assignment ;
- You can modify the profile mix of the team as needed ;
- You can increase or decrease the number of seats as needed ;
- You incur no added costs during the knowledge transfer and apprentice period for new staff ;
- CTG is contractually committed to deliver the resources you request ;
- Service is rendered during hours required, independent of people's working hours ;
- In case of "force majeure" CTG guarantees a trained backup person with the same or a higher profile.

Contact us

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Backed by 41 years' experience, CTG provides IT staffing, application management outsourcing, consulting, and software development and integration solutions to help Global 2000 clients focus on their core businesses and use IT as a competitive advantage to excel in their markets. CTG combines in-depth understanding of our clients' businesses with a full range of integrated services and proprietary ISO 9001:2000-certified service methodologies. Our 3,300 IT professionals based in an international network of offices in North America and Europe have a proven track record of delivering solutions that work.

More information about CTG is available on the web at www.ctg.com.

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