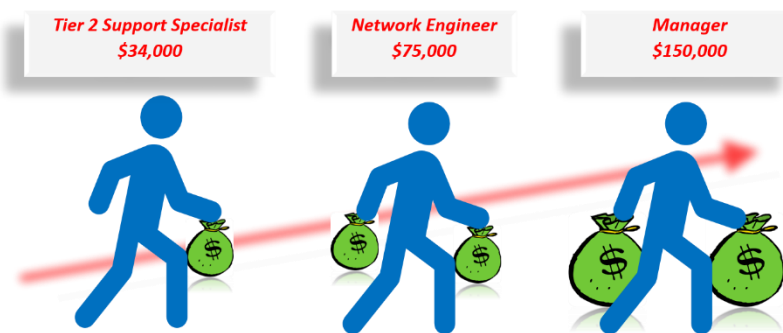


CASE STUDY

Klawsky Consulting Partners with IT Consulting Firm to Facilitate Growth

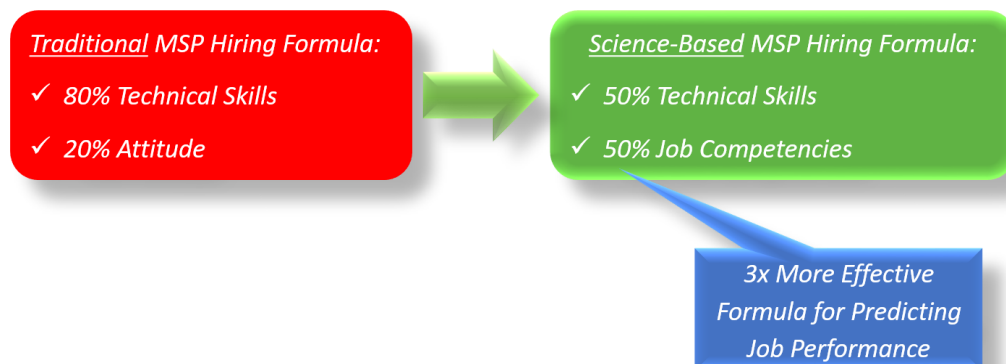
Challenge A highly successful IT Consulting Firm and Managed Services Provider (MSP) was experiencing significant growth and the Owners wanted to support their expansion by ensuring they hired only the best new Tier 2 employees. The Owners knew their employee turnover costs were similar to industry averages shown below, so they fully appreciated the importance of ensuring future new hires were the best fit for their job requirements and company culture.

Employees and Profits Leave Your MSP Together

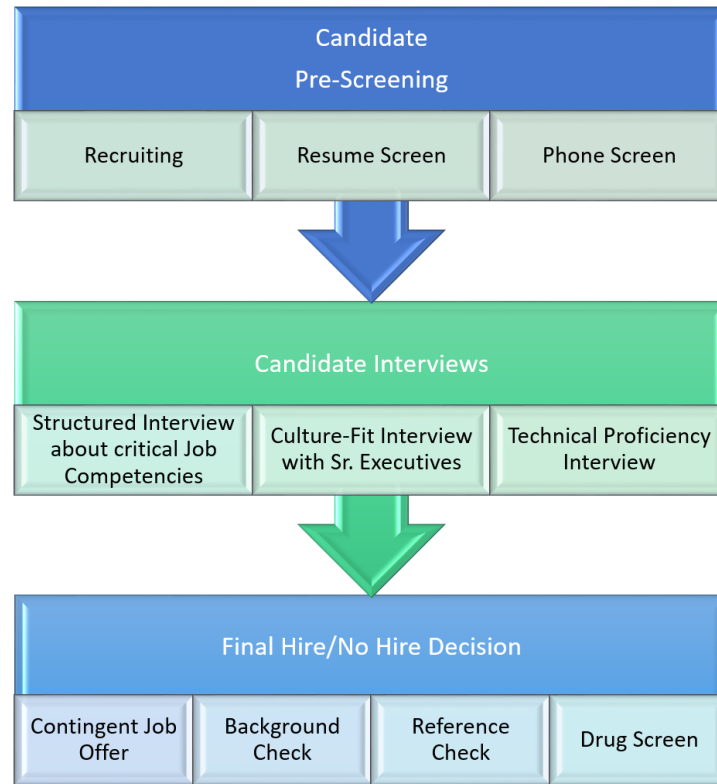


§ Obvious Turnover Costs: Lower productivity; increased recruiting; longer training and ramp-up times; slower MSP growth
 § Hidden Turnover Costs: Lost customer loyalty; weakened company reputation; manager time and aggravation

Solution The Owners partnered with Klawsky Consulting to develop a new Tier 2 hiring process. A critical decision was made at the beginning of the project to replace the 'traditional' Tier 2 hiring formula with a 'science-based' formula that is 3x more effective for predicting job performance.



Solution Using the scientific formula as a foundation, all Tier 2 hiring components were updated and integrated into the new hiring process shown below:



Results Highly positive effects were immediately evident with the new hiring process, including:

- ✓ Recruiting efforts yielded fewer, yet more-qualified job candidates.
- ✓ Streamlined interviews required less time to implement but still produced the most valuable information about each candidate.
- ✓ Both Hiring Managers and Owners were able to identify top candidates more quickly and easily.