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WBM Office Systems Expands IT Staffing Services
with Help from Ingram Micro



Finding the right talent is never easy, and presents an even greater challenge when the job requirements call for specific technical certifications and experience. But with challenge comes opportunity, and for WBM Office Systems, the opportunity to assist customers with their IT staffing needs has proven extremely rewarding.

As Western Canada's largest integrated technology (IT) provider, WBM has made a profitable and growing business out of helping local companies within varying markets recruit and hire for full-time positions. With three locations, the IT provider also assists customers with finding temporary service technicians who are able to work under WBM's direction to complete major IT deployments and

projects, such as standardizing systems and upgrades. This flexible service structure helps WBM better service its customers' needs and ensures IT projects are properly staffed, completed in a timely fashion and delivered within the projected budget.

"Over the last couple years, our customers have really come to rely on and trust WBM's IT Staffing Services, and [to] know that we understand their needs and will find the right person for the job — [whether] it's full-time, part-time or temporary," says Jeff Crampain, account manager, WBM Office Systems.

Yet, as demand for WBM's IT Staffing Services grew, the time spent finding the right talent became too much for the team to manage alone.

"We needed to find a recruitment partner who could help us establish a formal process for engaging and qualifying potential candidates, and ultimately manage the preliminary work needed to find the right engineers," says Crampain. "We knew Ingram Micro offered IT Staffing Services, and heard they had recently extended the service into Canada, so we started there."



WBM Office Systems Saskatoon, Canada

Market Segments
SMB, government

Challenge

After starting its IT Staffing Services in 2007, WBM quickly realized that keeping a flexible bench and finding the right technical talent in a pinch is never easy and can be extremely limiting for a solution provider.

Solution

WBM teamed with Ingram Micro to formalize and grow its IT Staffing Services and deliver greater value and service to clients.

Results/Benefit

By partnering with Ingram Micro, WBM has established a repeatable process for engaging clients and qualifying the right technical talent. In 2009, WBM's IT Staffing Services are projected to grow by approximately 25 percent.

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The decision to inquire with Ingram Micro first was by no means a leap of faith, says Crampain. “WBM has a long-standing partnership with Ingram Micro and is a member of Ingram Micro’s VentureTech Network,” he adds.

“By teaming up with Ingram Micro’s IT Staffing Services here in Canada, we can shortlist the candidates down to the point where the client doesn’t even have to interview the candidates themselves — they trust us that we’ve found the right person,” says Crampain.

“Ingram Micro’s IT Staffing Services has been very valuable to WBM as we’ve begun to really build out our practice over the last year,” says JoeAnne Hardy, president, service operations at WBM and co-president of Ingram Micro’s VentureTech Network.

“Working in conjunction with Ingram Micro’s team has saved us a tremendous amount of time and expense when it comes to recruiting and pre-screening candidates,” adds Hardy. “We’ve been able to offload a lot of the preliminary work, and the interview and placement process is much more time-efficient and allows us to quickly respond to client requests.”

Hardy estimates that WBM Office Systems will achieve a 25-percent year-over-year growth in its IT Staffing Services this year, and says the company is working fast to “productize” its offering so that it’s easier to market to clients and new business prospects.

“IT staffing represents a lucrative new services practice for WBM, brings a significant value-add to our client base and works to further differentiate us from competitors,” explains Hardy. “Our vision to revolutionize corporate IT stands true, and together with Ingram Micro, we continue to raise the services bar and bring added efficiencies and value to our client base.”