



LEVERAGING IT STAFFING BEYOND 2020

IS STAFF AUGMENTATION RIGHT FOR YOUR BUSINESS?

If one of your top concerns right now is keeping your business sustainable by staying lean and keeping overhead expenses low, IT staff augmentation may be the perfect solution.

Recent times have shown nearly all businesses the importance of being robust and adaptable to changing market conditions and realities.

If your business looks drastically different today than it did in 2019, you are in good company. According to a study by the UPS Store, 41% of small business owners in the U.S. have pivoted their business operations in the wake of COVID-19.

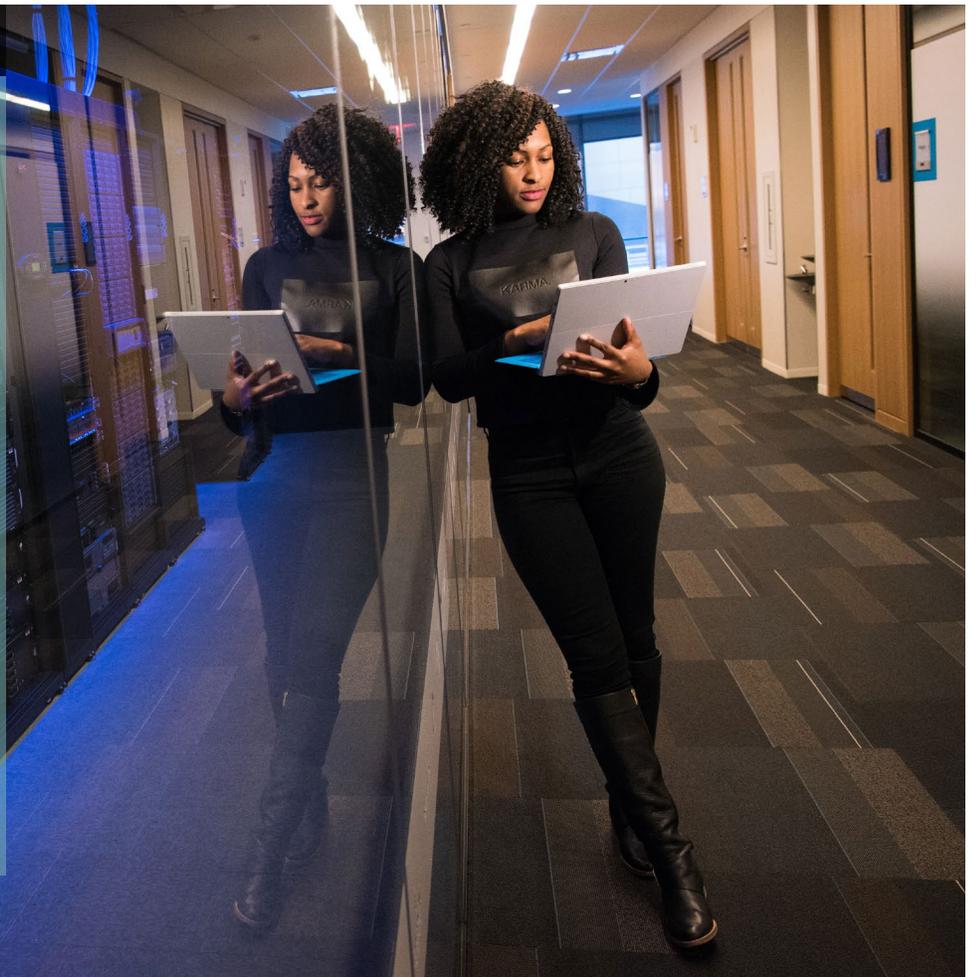
STAFF AUGMENTATION VS MANAGED IT

Staff Augmentation is distinct from other types of professional IT services such as managed

IT. With a managed IT service provider, your business hires the IT company to handle all the software licensing, maintenance, and network security, typically as a long-term alternative to having an in-house IT department. In a typical managed IT contract, you will have multiple experts handling your workload and fielding support desk tickets, rather than a single dedicated temporary team member. Managed IT service providers don't typically work alongside your internal teams, rather they provide the infrastructure and support to allow your business to function in a digital world.

> CONSIDER THIS

Since the COVID-19 pandemic started, tech employees are doing far less "job hopping" than in years prior. This decrease in turnover is good when you think about your existing workforce, but makes finding great talent when you do have a need more difficult than ever.



REASONS TO CONSIDER STAFF AUGMENTATION

01 | WORKFORCE ON DEMAND

Using staff augmentation allows your business to increase capacity when there is a spike in business or production, be it customer demand or seasonal rushes. Rather than onboarding seasonal employees and stretching your HR department thin by managing more payroll for a short span of time, a staffing contract allows you to get qualified and professional help exactly when you need it. **You only pay for the work you need.**

02 | LONG-TERM OR TEMP-TO-PERM HIRES

While staff augmentation can be ideal for short-term projects, it's also a great option when you have a full-time role to fill. Staff augmentation services with a temp-to-perm conversion policy essentially serves as a trial hire period. In this scenario, the staffing service carries the risk of the hire not working out, saving your business thousands of dollars in recruiting and onboarding costs in the event the hire isn't the right fit.

03 | SPECIALIZED ONE-OFF PROJECTS

Sometimes you know your business does not need a permanent employee with a certain expertise, but you need one right now for a short period of time on a one-off project. For instance, a UX design firm may not always need a talented Laravel developer, but for a particularly unique client project, it may require exactly that. Rather than search for and hire a Laravel developer for a single project, and then try to find work for them to do on all your other contracts, Windows Management Experts can find you an expert Laravel developer to complete the project at hand, who will part on good terms at the completion of the project.

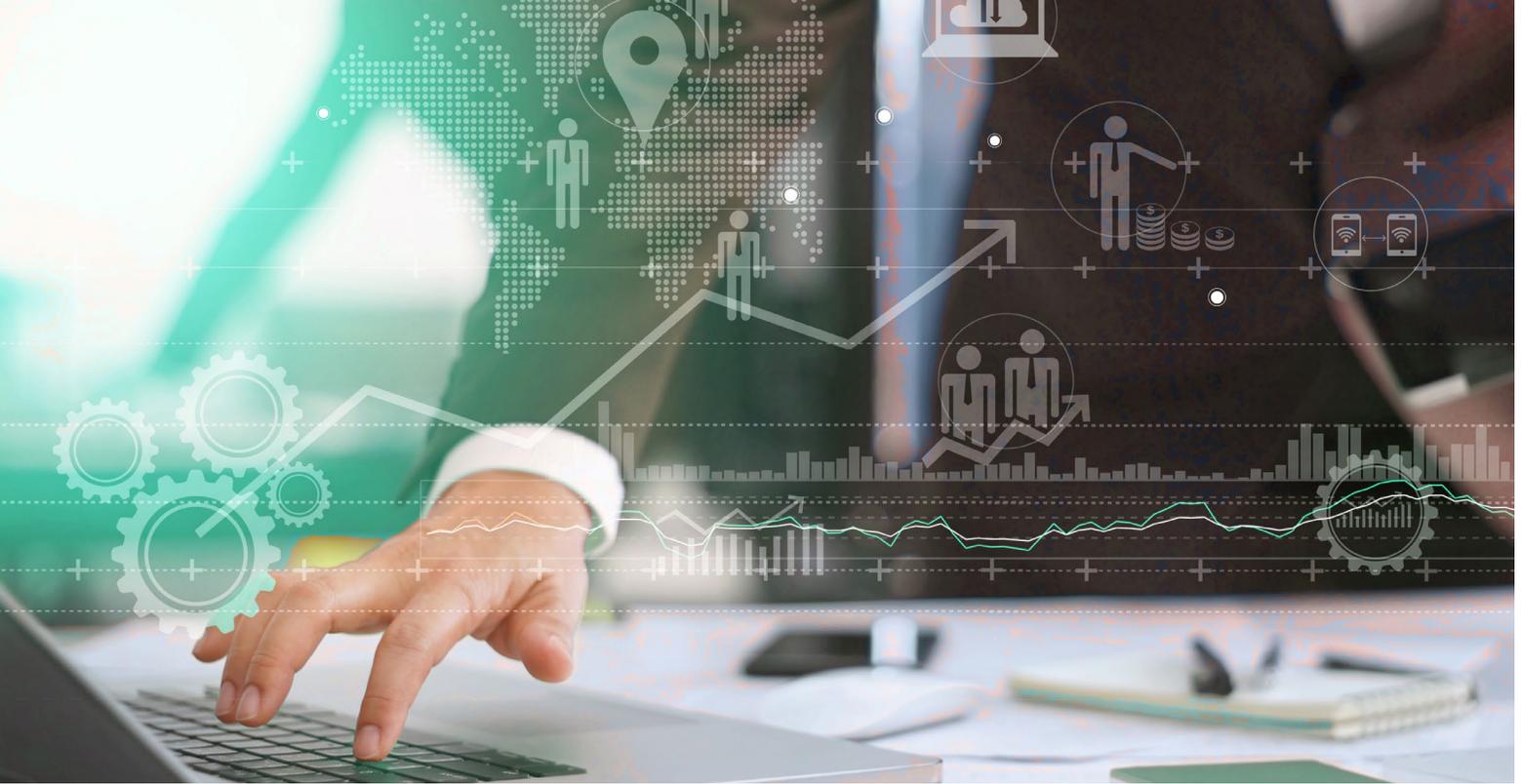
04 | EXPAND YOUR GEOGRAPHIC POSSIBILITIES

Our network contains over 25,000 highly qualified and vetted tech professionals around the globe. If your business sells and supports a SAAS product, how much new business could your company see if you had 24/7 help-desk agents to provide fast and polished support to customers around the world during the months leading up to and following a new release? You could get this support without having to ask your full-time agents to sacrifice their nights and weekends or work costly overtime shifts.

> THE BOTTOM LINE

IT staff augmentation can provide businesses with a number of operational and economic benefits, including lower development and operational costs, less risk and paperwork, less recruitment spending, increased output and team size, and more flexibility to adapt to the changing marketplace.

Call (888) 307-0133 today to receive a free staffing consultation and see how much more agile your business can be!



HOW TO LEVERAGE ARTIFICIAL INTELLIGENCE TO IMPROVE IT STAFFING

There is no shortage of use-cases and applications to utilize AI in hiring and recruiting. In this article, we'll cover a few of the most common ways your company can start implementing AI into your recruiting strategy today.

Whether you handle recruiting in-house or rely on a trusted staffing service, there's no denying that hiring is big business. And where there is a strong business impact, there is industry aiming to innovate, improve efficiencies, and increase outcomes.

Research published by CB Insights valued the HR tech market at \$6.7 billion at the end of 2019. In the same year, the staffing industry achieved a record-breaking \$153.5 billion in revenue, according to the US Staffing Industry Forecast from Staffing Industry Analysts. In-house human resources as well as outside recruiting agencies are now all eyeing up the next big development in their industry: artificial intelligence (AI).

Conversational AI (CAI) and intelligent "chatbots" can be deployed in every stage of the recruitment and hiring process.

REACTIVATE AND ENGAGE PASSIVE CANDIDATES

Companies typically have stacks of "resumes on file" from previous candidates or applicants who may have not been a fit for a particular opening at a certain time. Consider utilizing automated (but personable) emails and text messaging to prompt passive candidates in your talent pool to update their information on file and upload a more recent resume. You can even entice candidates with a fresh list of openings at your company.

Once the candidate has been reactivated by clicking through links from the email, you'll know they're still at least interested in what your company has to offer — that's a warm lead! Human resources managers and recruiters can use this kind of CAI to better target their search, while also staying in touch with candidates that may be a quality hire for a future position.

INSTANTLY ENGAGE NEW APPLICANTS

User data collected by Indeed.com indicates that most employers take between weeks and months to reach out after an application is submitted, depending on the size of the pool they want to review. But what happens when you are losing your top candidates to that drawn-out initial contact period? In combination with ATS (applicant tracking systems), machine learning can be used to instantly identify candidates with the top qualifications for the open positions. CAI can then be leveraged to invite candidates to continue a screening dialogue to complete further assessment. From this process, AI can help compile, report, and analyze top applicants into a shortlist for interviews.

SCHEDULE AND COORDINATE INTERVIEWS

In a study of 200 hiring professionals in the staffing space, 60% of recruiters reported regularly losing candidates before ever getting to schedule an interview. Losing candidates when you've already started the recruitment process costs your HR team valuable time and effort. Why not cleverly use AI to help streamline your process from application to conversational screening to scheduling?

For example, conversational AI can help schedule interviews with qualified candidates while cross-referencing your hiring team's calendars to prevent scheduling conflicts. On the day of an interview, your CAI chatbot can reach out to candidates and supply them with any pertinent information about your location, parking/building access, or materials to bring. This coordination can even be extended to have the chatbot answer common questions candidates have before interviews.

INTELLIGENT AUTOMATIONS

AI software programs can also be used to keep contract employees and their reporting managers on the same page about next steps as contracts draw to a close. Recruiters can utilize scheduled outreach to contractors with expiring contracts to

If these opportunities and ideas for improving your hiring and recruiting process excite you, then it's worth exploring the wonderful world of recruitment AI using Microsoft's Power Platform. Contact Windows Management Experts today to find out how.

get information from the candidate on what they are looking for in their next placement, and start fielding upcoming opportunities for them. Your in-house HR team can use a similar automation and conversation AI flow to initiate conversations with managers who have an employee nearing the end of a contract. For instance, the manager may want to extend the contract or offer to convert it to full-time.

While there are hundreds of HR tech products on the market, choosing the best one for your company can be a daunting task with significant ramifications from poor deployment. When trying a new approach, it's a good option to consider the software solutions you've already licensed, like Microsoft!

Microsoft Flow, Microsoft Power BI, and the Microsoft Power Platform can all be used to create the kinds of intelligent automations and chatbots discussed in this article. Windows Management Experts can help deploy these types of solutions so you can get the most from your Microsoft investment. WME even offers our expertise in staffing as a "recruiting by the hour" service, in which our highly experienced recruiters and HR professionals assist your in-house team with a search, or review your in-house recruiting strategy and processes to identify ways to strengthen it overall.

Windows Management Experts has access to a diverse candidate pool of over 15,000 highly capable experts in their fields. With a global presence to support clients and customers in multiple locations within North America and beyond, there is no role WME cannot fill.



THE WME SECRET TO PREMIER IT STAFFING

The average company spends about \$4,000 to hire one new employee and, on average, the process takes 42 days. Beat candidate burnout with a streamlined recruiting strategy.

As the U.S. economy inches forward in a volatile global marketplace, many businesses are going to great lengths to stay lean and mitigate costly risks. That makes IT staffing one of the safest ways to recruit and retain talent when you need it, and part ways with no hard feelings when you don't.

You may know Windows Management Experts as your first stop for IT projects and systems deployments, but you should make WME your first and last stop for all things IT. In addition to managed services, Azure virtual desktop, and Microsoft security essentials, WME also offers premier staffing services and employee solutions.

Working with Windows Management Experts on staffing eliminates the tedious and time-consuming process of advertising a resource need, screening all the applicants, negotiating salaries, and awaiting start date availability.

IT staffing eliminates all the overhead and lets

your hiring manager focus on the best one or two candidates for the job that have already been screened, tech checked, and vetted. Staffing services also allow you to take on top experts in specialized technologies to complete short-term projects (3 to 6 months), or rapidly staff up your support volume to keep up with seasonal or unexpected boosts in business.

Our speed, top talent network, and unique guarantee are especially valuable in today's economy. The average company spends about \$4,000 to hire one new employee and, on average, the process takes 42 days, according to research by the **Society for Human Resources Management**.

MEET THE BEST CANDIDATES FAST

We promise your first two candidates within 72 hours of a new order qualification. With our proprietary screening processes, we make sure only the best candidates for your open position are presented to you.

> 4 STAGES OF SCREENING

1. WME performs a screening with candidates to address career goals and organizational preferences.
2. A WME Senior Architect performs a deep-dive technical interview to truly vet the candidate's skill level and abilities, including testing for specific client-provided skills and knowledge.
3. WME's staffing team performs a third layer of screening to include predictive testing, hands-on assessments, reference checks, drug tests, and more.
4. Once a candidate has cleared the intense level of scrutiny all WME staffing candidates must undergo, the top two candidates are presented to your company to interview onsite or remotely with your team.

HERE'S HOW WE DIFFERENTIATE OURSELVES AT THIS STAGE OF THE PROCESS:

Avoid Conflicts of Interest – All candidates presented will be separated by 3 degrees from those already working at your company, reducing the risk of conflicts or unforthcoming interdepartmental “poaching.”



The WME Guarantee – All contracts or positions filled through WME are backed by a two-week test-run guarantee. If you aren't entirely satisfied with the candidate after two weeks, we will replace the candidate at no cost.



Flexible Temp to Perm Conversion – If our candidate is your “unicorn” and you want to take them on as a permanent, full-time employee, WME offers a conversion option with no placement fees after a certain number of contract hours have been met.



> THE BOTTOM LINE

Windows Management Experts offers you a strong partnership by working together to put the best talent in your hands. Our recruiting team is niched by technology skills and vertical, with dedicated recruiters for each client.

WME's candidate pool is composed of top talent from all over North America and beyond, with 50% of candidates representing diverse or minority candidates.

Call (888) 307-0133 today to get started!

WME ADDS MECHANICAL ENGINEERING TO STAFFING SERVICES

Many unskilled workers in tech and manufacturing are wary of the impact robotics and automation will have on their jobs, but generally speaking, mechanical engineers have a more positive outlook on the future.

As an IT services provider, we are proud to be part of the ongoing digital revolution. However, we are mindful that not all jobs of the future are strictly in information technology, systems architecture, or software development and design. Robotics and automation, medical devices, biotech, and aerospace are driving the growth of mechanical engineering jobs in both the tech and manufacturing industries. That's why we're thrilled to announce the addition of Mechanical Engineering to our premium staffing services.

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"We'd actually be designing and building that robot, if you think about it," Israr Kabir, Business Development Manager of the American Society of Mechanical Engineers, said in an interview.

"Because of the level of thought required — there's a lot of in-depth thinking from a technical and mathematical standpoint — it's not really a job that could be easily automated."

IF THE OUTLOOK IS SO POSITIVE... WHY ARE MECHANICAL ENGINEERS CHALLENGING JOBS TO FILL?

While demand for mechanical engineers is growing, supply has lagged. A 2015 SHRM report estimated that almost 27% of workers in manufacturing industries will leave the workforce by 2026, as

Baby Boomers and even the oldest Generation X workers retire. In a 2019 Glassdoor survey on Gen Z work trends, "software engineer" was the most in-demand job among young applicants, accounting for 19% of job applications; mechanical engineering roles accounted for only 2% of Gen Z applications over the same period.

An experience gap may be one of the key issues for companies and applicants alike. With many senior engineers leaving the workforce, companies may find themselves fighting harder and offering extreme salary packages to attract the best talent available to fill those positions. They may find that there are simply not enough senior-level candidates on the market. To further complicate the process, the average HR department may not know enough about the many specializations, skill sets, and nuanced roles of mechanical engineers to accurately funnel the best applications to hiring managers.

Another potential complication is that once a great engineer has found a position, they are unlikely to continue actively applying for jobs. Therefore, your open positions are limited to those who are on the job market at the same time your role is open.

Faced with these obstacles, you may think your options are limited for filling open mechanical engineering positions, but that's not the case...



SO HOW CAN YOUR COMPANY GET THE BEST MECHANICAL ENGINEERS?

WME CAN HELP TO FILL MECHANICAL ENGINEERING JOBS FASTER

Windows Management Experts now offers premium placement services for the expert engineering talent you need. Our new staffing services in mechanical engineering connect you to a network of top mechanical engineering talent that are passive candidates rather than active

candidates, widening your reach substantially.

WME's expert recruiters have a deep understanding of the highly specific skill sets of mechanical engineers, and offer flexibility in placing talent on a contract, contract-to-hire, or direct placement arrangement.

WME CAN QUICKLY PROVIDE EXPERT CANDIDATES IN THE FOLLOWING FOCUS AREAS:

- Bioengineering
- Manufacturing & Materials
- Combustion
- Mechanics & Vibration
- Computational Engineering
- Nanotechnology
- Design
- Robotics
- Fluid Mechanics
- Solid Mechanics
- Heat Transfer
- Systems, Measurement & Controls
- HVAC & Refrigeration

WME'S SIGNATURE TOUCH

As with our IT staffing and placement services, the WME Standard requires all candidates to undergo a three-step interview and screening process including vetting with WME internal Sr. Architects, drug screening and background checks, reference checks, personality assessments, and hands-on skills assessments as needed.

The "industry standard" is to conduct a single layer of screening before passing the candidate along to hiring managers. However, WME's thorough pre-screening process offers stronger candidates and therefore a better value to you.

By only putting the best candidates for the specific role in front of you, we go above and beyond to fill your role and respect your valuable time.

Staffing and placement services through WME are a great option for your open mechanical engineering roles because we offer 24- to 72-hour turnaround time for most roles upon completion of a new order (your open role) qualification, and a 2-week satisfaction guarantee. If the new hire is not a good fit for whatever reason within the first two weeks, WME will replace the candidate for you at no cost.

> THE BOTTOM LINE

Get ahead of your competition by letting WME bring the best talent to you for your mechanical engineering vacancies. **Contact us today at 888-307-0133 to speak with one of our mechanical engineering experts about your staffing strategy and needs.**

> CONSIDER THIS

- Clean energy is one of the fastest growing fields for mechanical engineers.
- Over the next 10 years, the United States federal government is set to invest \$400 billion in clean energy infrastructure and innovation.
- In today's dollars, that investment is twice the investment of the Apollo program which put a man on the moon!



Remote work is team-based and collaborative. Microsoft Teams is the hub for teamwork in Office 365 that brings together collaboration and data sharing to deepen customer engagement, gain business insight, ensure security, and significantly enable innovation. At WME, we help get your team on the same page with group chat, online meetings, calling, and web conferencing.

You'll be able to collaborate on files with built-in Office 365 apps like Word, Excel, PowerPoint, and SharePoint. We'll help you add in your favorite Microsoft apps and third-party services to keep the business moving forward. You'll get end-to-end security, administrative control, and compliance—all powered by Office 365.

As a Microsoft Cloud Solutions Partner with Gold competency in datacenter, device, and deployment, WME is ready to share our over 100 years of collective industry experience with your business today. Reach out to learn more about our Professional Services or Managed IT Services and take advantage of our training.

[Sign up here for a FREE one-hour Teams Roadmap Session!](#)

Questions? Let's Connect

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