




-  Healthcare
-  Contract
-  Technology: Help Desk

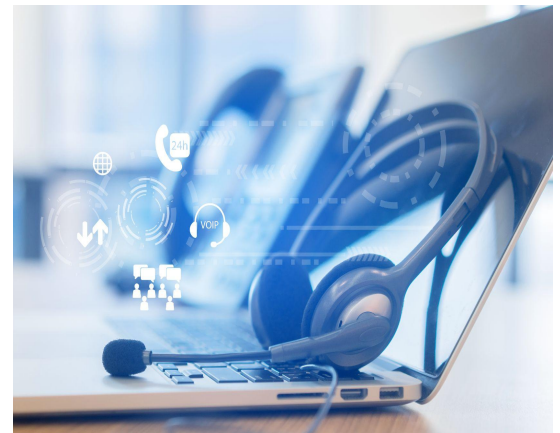
The largest independent, multi-specialty physician-directed medical group in the Midwest. The organization is dedicated to helping all by delivering extraordinary in health and care.

GOAL

Build out an internal help desk team of service desk technicians and field technicians.

CHALLENGES

- The timeframe to build out this team was quick, the client needed these roles filled within a month and a half.
- They wanted to hire on employees on a contract bases.
- The organization was interviewing several firms, and they were all focused on selling their business, instead of uncovering the need within the company and team.



OUTCOME

Our team understood the urgency, timeline, numbers and need to support this help desk project. We helped coordinate the interviews, did debriefs immediately following, and were a true partner to our client, quickly filling the entry-level service desk technicians and field technicians roles. Our team remained consultative through the entire process; the client asked our advice and we built trust – we weren't just a vendor.

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Help Desk Placements

1 week

Average time to fill