

# ISC

# concept

INFORMATION TECHNOLOGY

## IT RECRUITMENT THROUGHOUT THE UK



### Who are ISC?

Founded in 1984, ISC is one of the UK's largest IT Solution providers. With a turnover exceeding £60 million, over 300 employees, a national network of office locations and an extensive portfolio of managed services and IT solutions, ISC is the partner of choice for many organisations.

ISC has the highest-level accreditations from leading suppliers such as Microsoft, Citrix, Hewlett-Packard and IBM. It has the expertise and experience to design, implement, manage or support effective IT infrastructures and systems that deliver real benefits for clients of every size.



### The Challenge

ISC provides a rapid response to every request for assistance and delivers flexible, high quality technical support using a field service team that is committed to supporting the needs of every client. It provides a break-fix service for printers, desktop PCs and servers through to complete voice and data networks. The dedicated support centre, including a service desk, has the capacity to handle over 15,000 calls every month.

ISC recognised that the ability to find and retain high quality staff was key to achieve its strategy for growth. This would include staff with a wide range of skill levels from first line support on the service desk, field service engineers and project managers through to high level consultants with specialised expertise in technologies such as Citrix and data storage.

In addition, because of the mission critical nature of many of the company's contracts, there is often a need for additional staff at short notice with specific experience and expertise to meet contracted service levels. To achieve this as well as meeting an ongoing requirement for permanent staff with a wide range of skills, it was clear that additional specialist resources would be required.



***“Despite putting in late calls requesting contractors to start the next day, the Concept IT team has always come up trumps with a great selection of qualified candidates with the required niche accreditations.”***

Mark Kitchen  
Service Delivery Manager

CASE STUDY

## The Experience

Concept IT was selected because, as one of the UK's leading suppliers of technical support staff, it could demonstrate a successful track record of meeting the requirements of service organisations operating in similar market sectors.

The first step for Concept IT was to assign an experienced team of consultants and develop a range of candidate profiles to ensure that candidates would not only have the necessary technical skills, but also the personalities to fit in with existing teams.

ISC now has ready access to a pool of skilled resources and all candidates that are put forward have been thoroughly vetted. This enables contract positions to be filled throughout the UK at short notice for assignments lasting from one day up to six months to supplement existing resources during periods of sickness, holidays, training or high seasonal demand. Many of these requests are made at extremely short notice.

According to Mark Kitchen, Service Delivery Manager at ISC: *"Despite putting in late calls requesting contractors to start the next day, Concept IT has always come up trumps with a great selection of qualified candidates with the required niche accreditations such as Citrix or data storage. The team has a real customer focus and often works out of hours or over weekends to meet our requirements. It is this willingness to go the extra mile and their proven track record of successfully filling vacancies that has resulted in positioning Concept IT as our sole supplier for contact and permanent staff throughout the company."*

For all permanent staff, Concept IT provides a comprehensive three-month guarantee and should a candidate prove not to be suitable, then either a replacement will be provided free of charge or a 100% refund will be made.

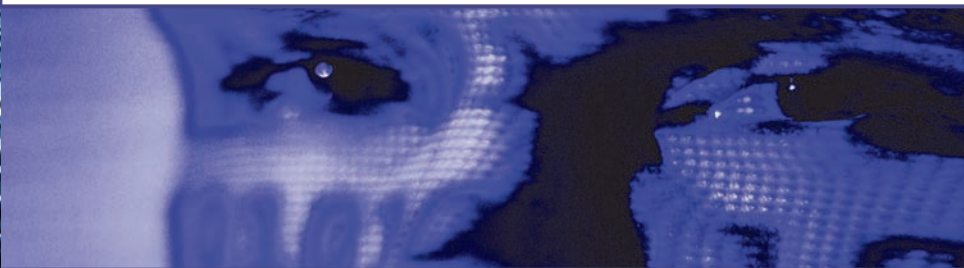
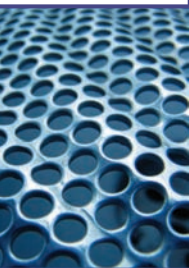
*"There were some agencies in the past that sent me CV's where there was only a basic match to the job specification,"* continued Mark Kitchen. *"I am always confident that CV's sent in by Concept IT will be for the highest calibre candidates with the required skills and personalities."*



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*Mark Kitchen  
Service Delivery Manager*

**PROVIDING ENGINEERS  
WITHIN  
24  
HOURS**



[WWW.CONCEPT-IT.COM](http://WWW.CONCEPT-IT.COM)

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