

## Contract and Permanent Hires Fit Technical and Cultural Requirements

Thompson Supports Quick-Service Restaurant's Tremendous Growth

*Thompson is able to help us make sure it's a good opportunity for the candidate as well as our company. They provide a great service, either filtering if it's not the right match for the person, or helping along the process.*

– Senior Director of IT Client Services, National Quick-Service Restaurant Chain

### The Client

A national quick-service restaurant chain and one of the largest privately-held restaurant chains in the nation, based on annual sales.

### The Challenge

The restaurant chain aims to create a challenging and productive work environment, both for its corporate staff and for contract personnel supporting the firm's growth. "We set our expectations extremely high," according to the restaurant chain's Senior Director of IT Client Services, which is the team that supports workplace technologies for corporate staff and owners/operators. As such, they require an IT staffing partner who not only understands their technical environment, but also their corporate culture and selection requirements.

### The Solution: Contract Services

Thompson provides contract consultants to its restaurant chain client in support of its internal help desk function. Led by an onsite Thompson manager, a team handles most of the transactions associated with maintaining the corporate technology platform and end user support. For these roles, placed job titles include:

- PC Technician/Help Desk Support
- Technical Writer/Business Analyst
- Exchange/Messaging Administrator
- IT Trainer

Job responsibilities for the support team encompass the following:

- Laptop/desktop set-up and imaging
- Rollout and go-live for staff and store personnel
- Building replacement computers
- Managing the warranty and repair processes

### The Solution: Permanent Placement

When it comes to direct staff hires, the national restaurant chain hopes that each offer will represent that candidate's last—and best—job. During the company's rigorous selection process, candidates typically interview with multiple corporate leaders over several days; undergo comprehensive IT skills testing; and provide detailed references.

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From the outset, Thompson sets clear expectations and screens accordingly, so that only candidates who are a great potential match make it to the client interview stage. Deploying its own meticulous recruitment model, Thompson has filled positions for Exchange/Messaging Administrator, SOA Architect/Integration Specialist, Oracle DBA and Unix Administrator roles.

According to the restaurant chain's IT Director, "Thompson is able to help us make sure it's a good opportunity for the candidate as well as our company. They provide a great service, either filtering if it's not the right match for the person, or helping along the process." For a recent Systems Architect opening, the manager realized that "... a lot of people have architecture on their resume but can't actually do it. We were looking for someone who would roll up their sleeves and help implement new technologies, and Thompson found us a great person."

From that same candidate's perspective, Thompson did a good job of understanding his professional goals and marketed the national restaurant chain's opportunity appropriately. The recruiter clearly defined the role and the layout of the firm's IT organization. "I wasn't aware upfront of how cutting-edge they were from a technical perspective; that was a happy find once I started going through the process," he stated.

## Key Benefits

The restaurant chain places particular value on Thompson ability to deliver candidates with strong technical and interpersonal skills. Other factors that distinguish Thompson service include:

**IT Specialization:** Because of their exclusive focus on IT staffing, Thompson has developed an in-depth understanding of this client's technical environment and IT priorities. IT managers don't have to spend a lot of time explaining what they need, so they can concentrate on core business objectives.

**Cultural Alignment:** Thompson and the restaurant chain are similar in that both companies put people first; both contribute significantly to charitable causes; and both are known for their high integrity. Those factors strengthen the business relationship immeasurably.

*We really do value long-term relationships, starting with our employees as well as with our vendors. We've chosen Thompson because of their extended partnership with us and because they've done a good job placing people for us.*

– Senior Director of IT Client Services  
National Quick-Service Restaurant Chain

**High Performance Standards:** Thompson proactively maintains an internal scorecard for each account, which provides a foundation for discussion on activities and results. Accountability is a central corporate philosophy.

## The Results

Thompson has supported the restaurant chain's hiring efforts since 2001. Over the course of the relationship, Thompson has averaged 10-15 consultants on board, and several key direct hires per year. They consistently deliver high quality candidates, calibrated to the restaurant chain's IT priorities and strong performance standards.

As a result, Thompson continues to provide IT contract staff to this company, providing technology personnel to support the company's tremendous growth and operational efficiency.

Additionally, the restaurant chain has asked Thompson to serve as a preferred permanent placement partner. All prospective recruiting firms are referred to Thompson for review and vetting, thus saving hiring managers from having to field large volumes of calls.