



A TSP CUSTOMER SUCCESS STORY

Accelerating Growth and Field Service Excellence Through Strategic IT Talent and IT Outsourcing

Case Study: **IT Professional Services** and **IT Recruitment Solutions**

A real-world success story offering valuable insights and proven TSP strategies to solve complex IT challenges, streamline operations, and deliver tangible results through our innovative tech solutions.

OUR PRODUCT IS OUR PEOPLE

A man in a light-colored shirt is sitting at a desk in a server room, looking at multiple computer monitors. The monitors display various data visualizations, including a world map. The background shows rows of server racks.

THE CUSTOMER

A GLOBAL MULTICLOUD IT LEADER

HEADQUARTERS

San Jose, CA

ANNUAL REVENUE

\$2,430,000,000

EMPLOYEES

7,150

CUSTOMERS

27,000

A global leader in hybrid multicloud computing, this high-profile company offers software solutions that simplify IT infrastructure and drive digital transformation for enterprise customers worldwide.

As their customer base grew, so did the demand for rapid, reliable field support and technical residencies, requiring this company to find skilled IT professionals and installation partners who could keep pace without compromising service standards.

A man with glasses and a beard, wearing a light-colored suit, is sitting at a desk with his hands clasped, looking at a laptop. The background is a bright, out-of-focus office space.

KEY OBSTACLES

SCALING IT RESIDENCY AND NATIONWIDE INSTALLATIONS

Our customer faced a twofold challenge:

- Difficulty recruiting qualified, high-level talent quickly to support customer residency engagements.
- A need for cost-effective, nationwide field installation support, even after outsourcing their installation program.

These issues created bottlenecks that slowed down deployments and distracted internal teams from focusing on strategic growth initiatives.



TSP'S TAILORED SOLUTION

COMBINING NATIONWIDE FIELD TEAMS WITH HIGH-LEVEL IT TALENT DELIVERY

TSP stepped in with a compelling value proposition: A high-performance IT outsourcing solution and an established, geographically dispersed field team capable of delivering expert services nationwide. The customer quickly saw the benefit of outsourcing recruitment for residency positions to TSP. By taking advantage of an enterprise IT solution that removed the burden of candidate sourcing, screening, and delivery, our customer was able to:

- Receive pre-vetted, high-level candidates quickly
- Reduce internal recruiting strain
- Fill critical roles with minimal downtime

Simultaneously, TSP leveraged its existing network of trained field service technicians located throughout the United States to supplement our customers' installation needs, delivering projects more quickly and affordably than traditional third-party providers.



KEY OUTCOMES

FASTER TALENT DELIVERY AND SCALABLE FIELD SUPPORT

By blending strong recruiting capabilities with a national field presence, TSP helped our customer optimize cost, accelerate delivery, and stay laser-focused on their core mission: enabling customers to thrive in the multicloud era.

- **Faster Time-to-Fill:** TSP's recruiting team delivered qualified residency candidates faster than the customer's internal team could on their own.
- **Reduced Installation Costs:** With a built-in nationwide field force, TSP cut the cost of installation services while maintaining quality and responsiveness.
- **Increased Focus on Core Business:** Customer was able to redirect internal resources away from tactical support and toward strategic initiatives and innovation.
- **Scalable Support Model:** TSP's flexible delivery model allowed customer to scale services up or down based on real-time business demands.



TSP is award-winning, customer-endorsed, and minority-owned.
We provide custom, flexible, and flawlessly executed IT services
and talent solutions throughout the United States and Canada.

We create great customer experiences by saving you time and money.
We're driven by integrity — we do what we say we will do — exceeding expectations.
Our value-based pricing focuses on your business objectives, making your success our top priority.

We don't manufacture devices or sell software — our product is our people.

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