

STAFFING & MANAGED STAFFING SERVICES

STAFFING SERVICES OVERVIEW

CONTINGENT LABOR SERVICES

- Resources in over 120 cities across the country
- Structured with dedicated recruiting teams
- Provider in 12 national MSP programs
- Familiar with most VMS tools
- Proven and repeatable 14 step recruiting process
- Focus on activity, quality, speed and cost
- Metrics and SLA compliance driven

MANAGED STAFF SERVICES

- On-site management of resources and activities
- Dedicated account management including an on-site engagement manager
- Daily metrics and SLA management leads to improved quality
- Improved time to fill through accelerated deployment of resources
- Improved governance, controls and feedback

PERM PLACEMENT SERVICES

- Candidates that match the required skills and company culture
- Comprehensive service including recruiting, screening, interview, offer, negotiations, background and reference checks
- Seamless onboarding assistance and follow up to ensure a successful transition

TEMP TO PERM PLACEMENT SERVICES

- Provides the ability to observe resources before hiring
- Reduces cost and provides greater control over the hiring process
- Efficient transition to permanent employee because the employee is already familiar with the job and company



GENERAL RECRUITING CAPABILITIES

RECRUITING TEAM STRUCTURE

BCforward is organized into dedicated recruiting teams that are assigned to one specific client. Each includes an Account Manager and Recruiting Manager.

ACCOUNT MANAGER

The Account Manager is the single and primary point of contact for the client and is responsible for working with the different client points of contact to accept and source different requirements. The Account Manager is also responsible for reporting metrics and SLA's on a monthly basis.

RECRUITING MANAGER

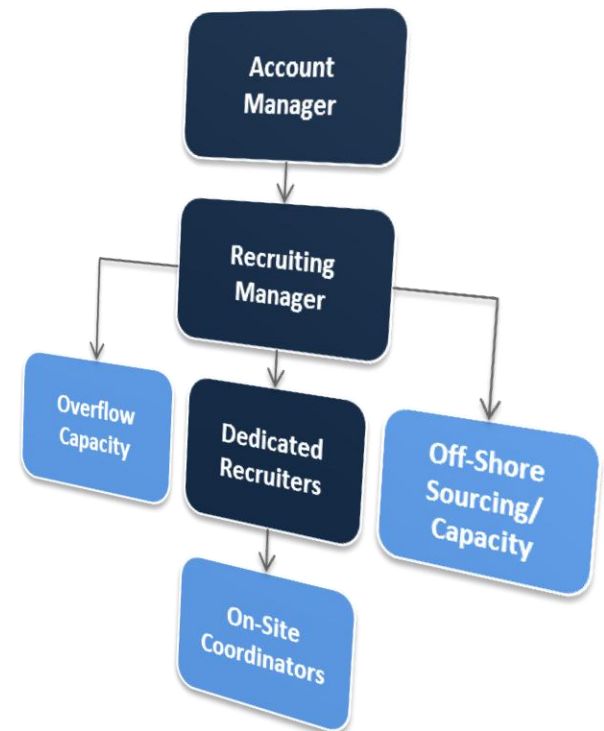
A recruiting manager is assigned to the national account and is responsible for managing the dedicated team of recruiters that will be working on the requisitions.

RECRUITERS

Each National Account is assigned a team of dedicated local or national recruiters that work with the Account Manager and Recruiting Manager to source, screen, evaluate, select and monitor candidates and resources.

ON-SITE COORDINATOR

BCforward also assigns one of our on-site consultants at each client location to act as an On-Site Coordinator when appropriate. This consultant can be considered a point of contact for the Account Manager or Recruiting Manager to work with for various activities such as late time sheets or other administrative issues.



RECRUITING PROCESS

Our team of Recruiters has placed over 5,000 resources in 46 states. Our team of Recruiters will assist in identifying the right candidate in a timely fashion to ensure your business needs are met. All BCforward candidate's are put through a 5-phase, 14 step recruiting process to ensure they are the right fit from a technical and business acumen perspective for the role. The 5-phase process includes:

SOURCING

- Current staff, internal referrals, consultant referrals, job boards, job fairs, and job postings are used as sourcing resources
- Review of technical qualifications, educational background, and industry experience
- Only the most qualified are passed to the screening phase

SCREENING

- Multiple interviews to assess credentials, professionalism, career goals, and verbal communication
- Multiple touch points within BCforward so results can be compared
- References are requested and then validated

EVALUATION

- Skills assessment testing
- Background investigations including Federal, State and Local criminal history checks
- Drug-screens
- Results are scored and prepped for the selection of candidate phase

SELECTING

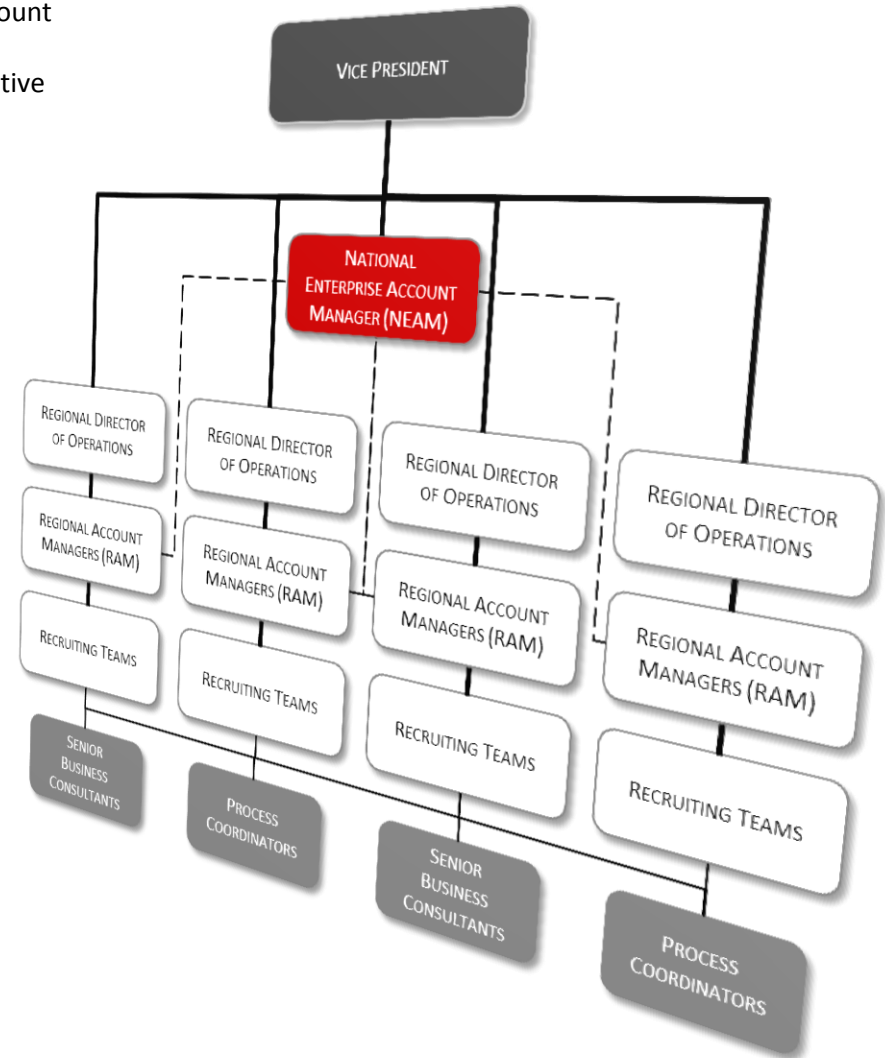
- Only the top candidates are selected and presented to clients
- BCforward conducts orientation, communicates start details, and will deliver the resource on their first day

MONITORING

- Frequent formal and informal performance reviews
- Customer satisfaction surveys
- Attendance monitoring
- Resource coaching
- BCforward handles all terminations, extensions and scheduled roll-offs

ACCOUNT MANAGEMENT

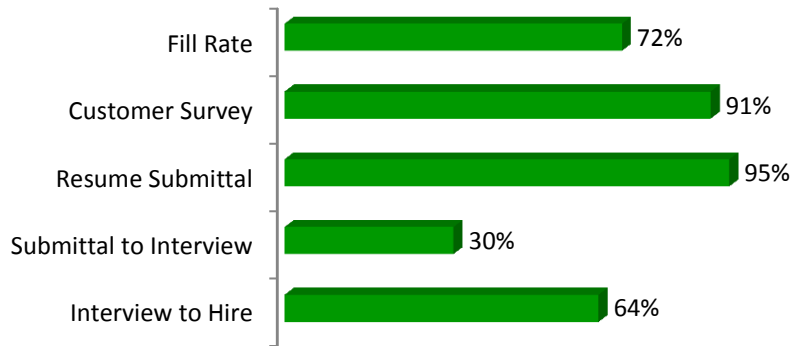
- An Executive Sponsor is assigned to every Enterprise National Account
- The ES is responsible for multiple national accounts
- The NEAM and RAM report directly to the Vice President or Executive Sponsor for the account
- The NEAM is the primary point of contact for the account
- The NEAM has full responsibility and authority over the assigned account
- The NEAM also works directly with Regional Account Managers and Recruiting Teams on specific requirements
- Requirements are coordinated at the national level and recruited on at the local level
- Regional Directors of Operation manage the daily activities of RAM's and Recruiters in their local office
- RDO's work with the account teams on the local level to prioritize requirements and ensure quality and adherence to process
- Dedicated Recruiting Teams work directly with the RAM to source specific requirements received from the NEAM
- RDO's run daily/weekly stand up meeting to review current progress against requests
- Recruiting Teams work locally but have access to other Regional Offices to assist in sourcing a request
- Senior Business Consultants (SBC's) and Process Coordinators are shared across regions and assist with on-boarding and administrative tasks
- SBC's are current on-site resources at a client site that can assist in remote on-boarding processes
- Process Coordinators ensure compliance with established processes



SERVICE METRICS

We understand our success is dependent upon our client's satisfaction with the quality of resources and services we provide. This is why we continually track critical metrics and provide them to our clients.

4 Quarter Avg.



BCforward has been providing staffing and placement services to several national clients for the past decade with proven results supported by repeatable processes. We currently provide service to 12MSP programs and are familiar with most VMS tools. BCforward maintains SLA's and KPI's for all our staffing engagements:

KPI's/SLA's	Goal	Q110	Q210	Q310	Q410
Resume to Submittal	90%	95%	93%	96%	95%
Requisition to Submittal	90%	95%	98%	96%	95%
Submittal to Interview	25%	28%	28%	30%	32%
Interview to Engagement	50%	62%	60%	67%	66%
Engagement to Start	90%	95%	96%	94%	94%

MSP SERVICE METRICS

BCforward tracks 5 major categories of KPI's for each MSP program we are part of, including activity, quality, speed, cost and compliance. Each category contains multiple individual metrics:

