



## CASE STUDY

### A High Profile Information Technology Solutions Firm Hires a Sr. Technology Service Delivery Executive in Minneapolis, MN

#### Company Profile

Well beyond start-up and in national growth phase, our San Francisco Bay area based client is driving the development of a new type of cost efficient "Onshore" IT services model. The unique approach combines global service delivery innovation with localized implementation capabilities. The company's expertise in solutions architecture, coupled with significant investment in service deployment tools accelerates delivery of business-aligned IT services. Core services include design, development and implementation as well as testing and support for technology products, applications and IT infrastructure.

#### Key Selection Criteria

- 8+ years in IT services business managing delivery of mid-large scale application development or systems integration solutions service delivery
- Software engineering, application development and best practices delivery model background
- Exceptional client relationship skills
- Seasoned complex problem solver
- MS or MBA strongly preferred
- Global delivery or "Big 4" consulting model experience preferred

#### Challenge

A venture capital backed IT solutions firm needed to hire a Senior Service Delivery Executive to 1) manage consulting teams and client relationships in Minnesota, 2) lead development of a centralized delivery infrastructure in the Midwest and 3) assist in regional new business expansion. After experiencing difficulty identifying the right individual for this business critical role the company turned to Deare for search assistance.

#### Solution

While offering both contingency and retained search options, Deare recommended the retained approach to maximize marketplace exposure and fully leverage the search firm's extensive information technology services network. The client decided in favor of the retained approach. Two executive search consultants were assigned to handle the recruiting effort. A search portfolio including a search brief, Executive Search Key™ and contact plan was assembled immediately. A multi-pronged contact campaign was initiated. A full slate of meetings and conversations were held with IT service delivery managers and a broad range of relevant IT professionals in the Minneapolis/St. Paul, MN metro area.

#### Result

After assessing the developed queue of high potential candidates, one individual surfaced clearly as the most qualified to handle this critical role. Currently employed and successful, this service delivery executive was not actively seeking a new opportunity but was intrigued by the unique business model, core services and the extraordinary cast of senior executives involved in the venture. After 6 interviews and business-in-progress discussions, an offer was made by the client and accepted by the candidate.