



SPECTRAFORCE™
ISO 9001:2008 CERTIFIED COMPANY

Consulting

**“We are what we repeatedly do.
Excellence, therefore, is not an act but a habit.”**

- Aristotle



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“Doing common things
uncommonly well.”

– Hunter S. Thompson

SPECTRAFORCE Differentiators

Spectra**FORCE** aligns to its clients globally by utilizing a combination of three key forces: **People, Process and Tools**. By aligning these three forces, we have successfully serviced and scaled across customers and geographies around the world.

Cluster Framework

- Relationship
 - Senior Executive (Oversight)
 - Client Relationship Manager
- Account Management
 - Client Services Manager
- Recruitment
 - Client Delivery Manager
 - Client Delivery Leads
 - Client Delivery Execs

Custom Tool Based Monitoring

- Metrics aligned/customized to client SLA's
- Accountability at all levels through the tool
- Client dashboard provides real-time monitoring of performance
- (Capacity, fill ratio, interviews, selections and turnover)
- Internal QA audits measuring metrics, process/tool adherence, productivity, and goals

Client Focused Delivery

- Delivery-focused account management
- Daily, weekly, and monthly client reviews
- Stringent SLA monitoring
- Quality assurance
- Quarterly 360° account reviews and feedback
- Three levels of escalation for issue resolution
- Executive oversight and governance

“Your attitude is your altitude.
It determines how high you fly.”

–Anonymous

How we Measure up

Metrics

- Average response time is 14 hours (across all clients)
- Consistent high capacity 90% (across 80% of clients)
- High selection rates (ranges from 20 – 40% across 80% of clients)
- Low unfavorable retention (< 5% at most clients)
- Favorable markups (most domains, across all clients)

Global Presence



SPECTRAFORCE Diversity

Diversity

With the utmost respect to **Human Values**, we promise to serve our customers with **Integrity**, through an **Innovative**, **Focused** and **Passionate** workforce built on the foundation of **Diversity**.

Diversity Awards

- 2009 CMSDC Regional Supplier of the year
- 2010 NMDC National Supplier of the year Nominee
- 2009, 2010 DIV500 - Top Diversity Companies in the US

SPECTRAFORCE Difference!

- Pioneered a 24 x 7 **ASSEMBLY LINE GLOBAL RECRUITING MODEL** that can be quickly adopted to individual client needs
- Focus on "**PROACTIVE**" project staffing/consulting model and **POOLING STRATEGIES** to better serve customers and create a competitive edge
- Adopt a seamless onsite-offshore model for improved "**EFFICIENCY**", quicker "**SCALABILITY**" and better "**CUSTOMER EXPERIENCE**"
- Align across VERTICALS through a CLUSTER MODEL as opposed to skills, technologies and geographies
- Create an entrepreneurial and passionate work environment that helps in high "**CUSTOMER SATISFACTION**" and "**RETENTION**"
- Implement **METRIC-DRIVEN** tools, **FRAMEWORKS** and **PROCESS** to maintain the highest quality of work and accountability
- Committed to a passion of **EXCELLENCE** and exceeding **CUSTOMER EXPECTATION**

Please visit our website at www.spectraforce.com