



SPECTRAFORCE™
ISO 9001:2015 & ISO/IEC 27001:2013

Consulting

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

- Aristotle



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“**Excellence** is doing ordinary things extraordinarily well.”

–John W. Gardner

SPECTRAFORCE About

Spectraforce is a leading global services firm that provides staffing, consulting and outsourcing solutions for companies worldwide. Headquartered in Raleigh, NC, Spectraforce utilizes a centralized global delivery model at our India offices in Chandigarh, Hyderabad, Pune, and Bangalore. We support mid to large size companies through client-dedicated recruitment teams, which operate on a 24x7 structure. Spectraforce caters to staffing within these verticals - IT, Pharmaceutical, Energy & Utilities, Healthcare, Banking & Financial Services, and Logistics Industries. Within these industries we provide Consulting services for Engineering, Finance, and Information Technology, Life Science, Production, Professional and Scientific positions.

SPECTRAFORCE At a Glance

- Fastest growing staffing company in the U.S. by Staffing Industry Analysts (SIA) in 2011 and 9th Fastest in 2012
- Founded in 2004 with a strong centralized Global Delivery approach
- 1700+ associates and worldwide presence in USA, Canada, Puerto Rico and India
- Large spectrum of global 2000 clientele
- 98% client retention
- 82% CAGR growth since inception
- Certified MBE by NMSDC (National Minority Supplier Diversity Council)
- Diversity Alliance for Science sponsor
- Recognized and awarded consistently by Inc. 500, PWC Triangle Fast 50, Div500, and NMSDC

SPECTRAFORCE Consulting Solution

Primusourcing \ 'pri-mas\ : One who is first

Primusourcing is a unique offering for mid to large size global clients. With Primusourcing, we provide a full spectrum of ON-DEMAND and PROACTIVE Consulting services to our clients. Primusourcing utilizes a combination of proven metrics based processes, end-to-end custom sourcing tools, and an innovative delivery-focused strategy to provide the most value to our clients across multiple geographies worldwide. This service is implemented through our 24x7 model with global delivery teams that seamlessly operate in an assembly line approach to create a service that is faster, cost-effective and customized to client needs.



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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