

## CLIENT STORY

# Building Flexible Workforce Solutions with MicroAge Staff Augmentation



## THE CHALLENGE

The client is a nonprofit health organization with six hospitals, 70 primary and specialty care clinics, a cancer care network, a research institute, and community services. They began working with cStor (now a MicroAge company) in 2013 when their core data services team needed networking support, particularly with routing and switching.

By 2019, the client faced a mounting demand for field technical expertise but lacked the budget to accommodate additional staff. Moreover, the time-consuming hiring process made it challenging to address the increasing demands promptly. As a result, the client began exploring alternative solutions to tackle their pressing problem.

## THE SOLUTION

After reviewing their situation with cStor, the client was presented with a staff augmentation solution tailored to meet their needs. The project kicked off by adding staff to support field services, catering to the remote hospital network with field technicians in both temporary and permanent capacities.

Currently, 12 full-time field technicians are in place assisting end users and staff with end-point computing needs, troubleshooting, and providing support with applications and moves/adds/changes.

All support activities are efficiently managed within the client's ticketing system to ensure maximum visibility and streamlined management. Monthly meetings and reporting foster open communication, providing up-to-date information and a mutual understanding of current and future staffing requirements.

## THE BENEFITS

The client now views MicroAge as a strategic partner—an extension of their management team. With MicroAge's Staff Augmentation offering, the organization realizes benefits such as:

- Significantly less time spent qualifying and filtering candidates
- Higher candidate to placement rate
- Onboarding process is easier and faster
- Overhead cost savings
- Simplified budgeting with Staff Augmentation as an operating expense
- Reduced risk if candidate doesn't work out
- Flexibility by accessing talent on-demand based on needs
- Option to hire or terminate at the end of the contracted term

Since 2019, the client has successfully leveraged MicroAge's Staff Augmentation service and is in the process of adding more positions.



With MicroAge, you can innovate faster with one end-to-end technology services and solutions partner.  
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