

# CASE STUDY: IT CONTRACT TECHNICAL STAFFING



## Introduction

The client, The Orange County Transportation Authority (OCTA) is a multi-modal transportation agency serving the diverse demands of Orange County, CA. The highly recognized “award winning” transportation system includes: a fast growing bus system that annually serves more than 68 million passengers, Metrolink commuter train service with more than 3 million boardings per year, the 91 Express Lanes providing faster commutes for residents in Orange County and the Inland Empire, a significantly enhanced freeway system, improved local streets, and exceptional motorist services and coordinated taxi cab operations.

OCTA requires long term contract staffing to maintain continuous business operations of their Information Systems department.

Specific staffing levels include:

- One (1) Sr. Programmer Analyst
- One (1) Sr. Database Administrator
- Three (3) Sr. Desktop Technicians
- Two (2) Sr. Computer Operators
- One (1) Sr. Systems Software Analyst

## The Intratek Team

Intratek Computer, Inc. has been engaged with OCTA since 2007 in providing long term IT contract technical staffing in support of database administration, programming analysis, desktop support, computer operations and systems software analysis core business functional/technical business requirements.

Intratek Computer, Inc. has a thorough, comprehensive understanding of OCTA’s corporate culture and business environment. This coupled with our established relationships with the IS Management team served as our foundation to transition incumbent contract labor resources with significant achievements in fulfilling Human Resources, Training, Contract and Financial Management expectations.

## Case Study Solutions & Benefits: IT Contract Technical Staffing

- Seamless, low risk transition plan
- Defined escalation process
- Data capture for Quality Process Improvements
- Assess training needs and establish IDP’s
- Monthly contract and budget status reporting
- Understanding of contractor work patterns
- Standard operating procedures
- Annual performance appraisals

## Client Benefits

By leveraging Intratek’s established relationships with all contract stakeholders, to include incumbent contract staff, our solution is designed to ensure a continuation of services with no disruption to prescribed deliverables.

Simultaneously our solution provides for increased business value obtained through higher retention rates and production levels as a direct result to increased medical and on-going training benefits. After the “Intratek” solution was implemented, OCTA noticed substantial success parameters used to obtain:

- Increased retention rates
- Increased production levels
- Increased contract labor resource “employee” moral
- Lower cost of ownership
- Decreased risk exposure

