

Staff Augmentation for Accounting Management Firm

PROJECT DETAILS

 Staff Augmentation

 Oct 2015 - Ongoing

 Confidential

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PROJECT SUMMARY

A construction accounting management firm hired Connex Global Solutions to augment their staff for their internal processes. The vendor now makes up for nearly two-thirds of their workforce.

PROJECT FEEDBACK

Connex Global Solutions has helped the client grow their business and the number of tasks they've been able to outsource. They have recruited and designed a workable structure that is highly transparent. The vendor continues to be proactive in helping them add resources throughout the pandemic.



The Client

Please describe your company and your position there.

I am the CEO of a company that provides outsourced accounting functions, primarily focused in the construction industry.

The Challenge

For what projects/services did your company hire Connex Global Solutions?

We needed to find a way to reduce our cost structure, while improving our processes and our client experience.

 Neil Tagawa
CEO, RedHammer LLC

 Business services

 Honolulu, Hawaii

CLIENT RATING



Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

How did you select this agency and what were the deciding factors?

We had tried working with another company to outsource some of the more repetitive functions, however, we were not able to get consistent results. We decided to work with Connex to build our own team of accountants.

Describe the project in detail and walk through the stages of the project.

We first started with one resource to train them to do Accounts Payable functions. We slowly increased the number of tasks assigned to our resources and improved our processes. Today they make up nearly 2/3 of our workforce. We have also used Connex resources to complete IT development work.

Describe the recruitment process in detail.

We worked with Connex to develop our job descriptions and how to target the correct resources. Initially, we had selected candidates who's skillset was above the tasks that were assigned. We began to refine our job descriptions and created different positions. Today we are able to notify Connex of a resource need and in most cases can have screening, interviews, and placement completed in two to three weeks.

The Outcome

Can you share any outcomes from the engagement that demonstrate progress or success?

We have continued to grow our business and increase the number of tasks we are able to outsource. This has enabled us to open another office in a different time zone.



How effective was the workflow between your team and theirs?

Our communication with the Connex team who helped us recruit and design a workable structure has been very good and transparent. The communication with the team of our resources has take time to develop. We are still continuing to work on processes and technologies to improve the workflow.

What did you find most impressive or unique about this company?

We have enjoyed working with Connex and have developed a deep relationship with the company. As with any business relationships we encounter obstacles. However, with Connex, they are always proactive, fair, and show a great deal of integrity in our interactions. When COVID hit, they were able to mobilize and get all the computers to our resources' homes so that there was no interruption in services. They have continued to be proactive in helping us add resources during the pandemic.

Are there any areas for improvement or something they could have done differently?

We are eager to see Connex expand operations to other geographic areas so that we can recruit talent from other areas.

