



New Horizons Training Success Case Study

Wood Personnel's investment in training saved their company over \$200,000 in outsourced IT costs annually

Solution Overview

Country: United States
Employer: Wood Personnel Services
Employer Industry: Professional Services

Customer Profile

Wood Personnel, a small Tennessee staffing agency with a limited budget, limited time and a lack of technical knowledge, needed to compete with national firms through a variety of IT methods.

Solution Description

Wood Personnel assigned their computer specialist to migrate the company's network and deploy necessary software. Once migrated and deployed, the computer specialist would need the advanced knowledge for the long-term network management. Wood provided training through New Horizons Computer Learning Centers, where the specialist gained extensive skills on the Microsoft Windows® platform, server software and earned her Microsoft Certified Systems Engineer (MCSE) credential.

Value for the Employer

- Transitioned smoothly to a Microsoft-based system from a UNIX network
- Saved more than U.S. \$200,000 in outsourced resource costs
- Increased Staffing Placements with Windows-based recruiting software
- Expanded network to include on-site client offices

Value for the Employee

- Promoted to Systems Administrator
- Joined the Woods Personnel Management Team
- Received a salary increase
- Managed a complex network migration

Microsoft Certification Leads to Savings for Employer and Promotion for Employee

Situation

Only a handful of the 30 employees at Tennessee staffing agency Wood Personnel Services had their own PCs. The company used an entirely UNIX-based network. Historically, staffing agencies like Wood Personnel did not rely heavily on technology. "Technology was not always necessary to do the jobs that we do," says Tonya Davidson, Woods Personnel's resident computer specialist. "But moving forward with our company goals, we needed to be able to do things like accept online applicants."

As a local agency, Wood Personnel faced the challenge of competing with national firms and needed to find new ways in which technology could foster its business goals. Wood says, "We knew that we had to join the rest of the business community and add a network for our local and remote offices. We also needed a system where we could scan resumes, populate a database, and then conduct searches to find upper-level IT professionals or contractors."

Wood asked Davidson to create a Microsoft® Windows®-based network for the IT Staffing Division. Wood chose to migrate the company's network in order to deploy Bond AdaptRecruitment software, the industry-preferred tools for managing client and candidate activity throughout the entire placement process. The Bond software package aids in letter generation, matching candidates to positions, and candidate submission and tracking. Although the network installation project offered Davidson an incredible opportunity, it came with the very tight time frame of six months.

After an outside consultant showed her how to set up a Microsoft Windows-based server, Davidson found that she needed more knowledge about networks. As the person who would be responsible for long-term network management, and to avoid the cost of having to resort to outsourcing day-to-day tasks, Davidson had to be more knowledgeable. The initial stage of the project cemented Davidson's need for formal training.

Objectives

After talking with others in the IT industry, Davidson determined the Microsoft Certified Systems Engineer (MCSE) credential would provide her with the skills and knowledge necessary for the day-to-day tasks of network administration.

"A lot of people go after certification so they can get a different job, but I just needed the knowledge," says Davidson. Expecting that certification would bring value to the company as well, the CEO of Wood Personnel agreed to pay for Davidson's training. "We needed to make sure Tonya truly understood how to use the technology to bring disparate elements together," says Wood. "She knew just enough to be dangerous. The MCSE offered assurance that she could manage our rather complex migration."

Solution — Training and Certification

To prepare for certification, Davidson enrolled in classes at New Horizons Computer Learning Centers, a Microsoft Certified Technical Education Center. Although Davidson had many options for MCSE training, New Horizons offered a unique combination of instructor-led classes and practical hands-on experience.

New Horizons works one-on-one to help prospective students select the most appropriate path for their individual career goals and offers a variety of training options. Sales Manager Jerry Flora says, "Students can choose what works best for them. The method of instruction depends on the way in which each student learns best."

When Davidson first approached New Horizons in June of 2000, it was the only place in the area that offered such integrated learning. "That was a big plus for Tonya and continues to be a big plus for our students," says Flora.

"It is highly recognized in the marketplace that if you have a Microsoft certification, you know what you are talking about."

Tim Cronin, General Manager,
New Horizons Computer Learning Centers

Value for the Employer

According to Wood, Davidson's education and training have made an incredible impact on business at Wood Personnel.

The network and the new staffing software are helping the company to place more candidates with limited resources.

Cost Savings, Return on Investment

"Financially, sending Tonya through the MCSE training was beneficial for us," says Wood. "The network project alone saved our company tens of thousands of dollars."

Davidson is also helping the company on a larger scale. Because she currently manages all of Wood Personnel's technology needs, Davidson is saving the company over \$200,000 in outsourced IT resource costs annually.

Peace of Mind

With an MCSE-credentialed employee on staff, Wood remains confident that any problems that arise will be taken care of quickly.

Easy Migration to New Technology

Davidson plans to continue her training and to implement new technology when appropriate. She wants to drive the adoption of technology. In fact, Davidson is in the process of upgrading the company's network to a later version of Microsoft Windows, and expects that the technology will have a positive impact on overall efficiency and will reduce maintenance requirements.

For More Information

New Horizons Computer Learning Centers is the world leader in computer training and the largest network of Microsoft Certified Partners for Learning Solutions and Gold Partners for Learning Solutions in the world. For more information about New Horizons products and services visit us online at www.newhorizons.com.

For more information about the Microsoft Certified Systems Engineer credential, go to:
<http://www.microsoft.com/traincert/mcp/mcse/default.asp/>

Value for the Employee

Davidson not only gained specific skills in dealing with the Microsoft Windows operating system and related technologies, but also learned about the problem-solving process in general.

Tim Cronin, General Manager for the Nashville New Horizons center, comments that, as the flagship certification in the industry, the MCSE brings with it great credibility. "Once you have passed the exams and get a certification, you have really earned it," says Cronin. "It is highly recognized in the marketplace that if you have a Microsoft certification, you know what you are talking about."

Promoted to Systems Administrator

Immediately after Davidson passed her final MCSE exam, Wood Personnel promoted her to Systems Administrator, giving her the responsibility of managing the entire IT department.

Increased Earning Potential

Upon completing her certification, Davidson immediately received a substantial salary increase in her annual salary.

Migrated All Wood Personnel Offices to a Windows-Based Network

"I just took the knowledge I learned from one of the core classes for the MCSE exam, Networking Essentials, and ran with it," stated Davidson. "Within a year of earning my MCSE credentials, I had all of our offices networked."

