

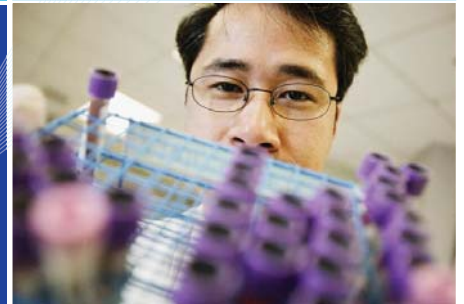


A Blue Cross Blue Shield Resource



Your Trusted Business Partner

INFORMATION RESOURCE GUIDE



Provided for Your Convenience by COMSYS Information Technology Services, Inc.





June 14, 2006

To our Valued Partners at Blue Cross Blue Shield,

Welcome to Houston! My sincere thanks for the opportunity to meet and discuss the expansion of our partnership and how we can best help Blue Cross Blue Shield meet future IT and business demands in a fluid corporate landscape.

As a leader in the IT staffing and solutions industry, COMSYS understands the critical need for innovation and implementation of out-of-the-box ideas to continue to deliver maximum value to clients. Change is a constant in the industry and we are prepared to share our experience, collective ideas and best practices to help prepare BCBS for a changing marketplace and drive maximum value from your IT investments.

Today's meeting serves as a kick-off to our expanded partnership and during this session we'll work to brainstorm and formalize best practices for converting "out-of-the-box ideas" into action.

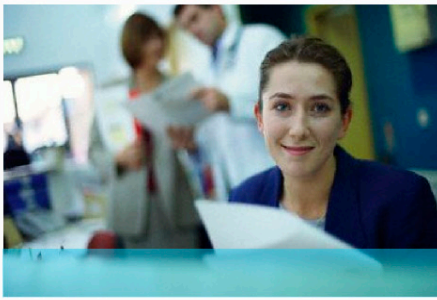
This document serves as a handy reference guide to COMSYS, our solutions and services and your key contacts.

COMSYS has an extensive history with Blue Cross Blue Shield, providing solutions and professional services to several local BCBS plans, as well as the BCBS Association. We look forward to working with you to develop a comprehensive plan of action to capture and drive the most value out of your IT organization.

Thank you for the opportunity to serve as a value-added partner.

A handwritten signature in black ink, appearing to read "Mike Barker", written in a cursive style.

Mike Barker
COMSYS Executive Vice President Field Operations



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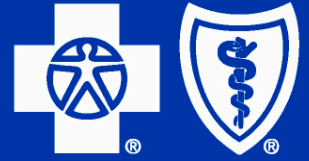


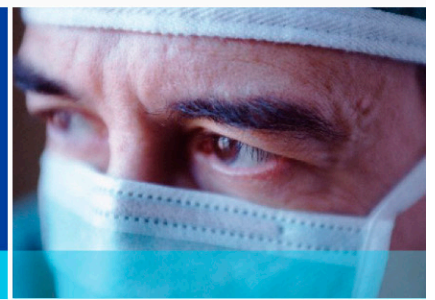
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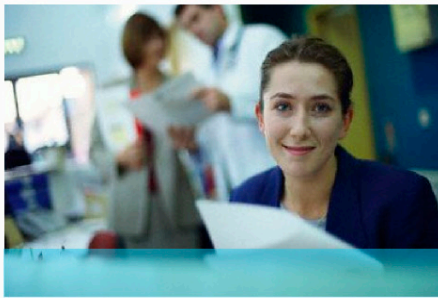
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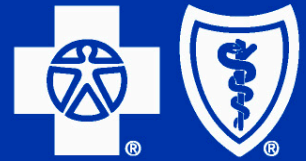


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COMSYS Business Partners – Key Team Members

Field Operations

Mike Barker, Executive Vice President

704-847-6525

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Mike Barker serves as Executive Vice President of Field Operations and comes to COMSYS through its merger with Venturi Technology Partners, where he served as President of Division Operations since January 2003. He also served as President of the Technology Division and President of its Commercial Staffing division.

Prior to joining Venturi in 1997, Barker served as the Chief Operations Officer for the Computer Group Division of IKON Technology Services.

Barker also founded a systems integration company, LAN Solutions, in Atlanta in 1987. Earlier in his career, he was employed at Hewlett-Packard in various roles with his last assignment as Regional Manager of Professional Services for the southern division.

Barker is a graduate of the University of North Carolina at Charlotte with a degree in electrical engineering.

Managed Solutions

Kip Wright, Senior Vice President

713-386-1402

kwright@comsys.com

Kip Wright currently serves as the Senior Vice President for COMSYS' Managed Solutions teams. Wright has been a member of the senior management team since 1999, serving as Senior Vice President of Project Services for COMSYS from November 2000 to September 2002, Chief Integration Officer in 2000, and Chief Financial Officer & Vice President of Finance in 1999.

Prior to joining COMSYS, Wright served in a variety of finance and operations-related positions in technology and professional services. From January 1998 until January 1999, he was Director of Finance for Metamor Worldwide Solutions, and Mergers & Acquisitions Analyst of Metamor Worldwide from February 1997 to December 1997. Wright was previously employed with BSG Consulting in various capacities from December 1992 to February 1997, and at Ernst & Young LLP in their Houston-based Audit division.

Wright received a Bachelor of Business degree in Accounting from Louisiana State University and maintains his Certified Public Accountant license.





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Enterprise Business Solutions

Bridgette Chambers, Vice President

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Bridgette Chambers serves as Vice President of COMSYS' Enterprise Business Solutions, focusing on SAS, BI and ERP client implementations across a variety of vertical industries. Her expertise in analytics and data solutions allows her to assist clients with critical business decisions across the U.S. and the UK.

Previously, Chambers founded and later sold a Houston-based litigation support company that provided critical information solutions to the legal community. She also served as a Managing Director for regional service organizations and sits on the board of a Midwest multimedia firm.

Chambers received a Bachelor of Science degree in Education from the University of Houston.

Infrastructure & Data Solutions

Jill Harlamert, Vice President

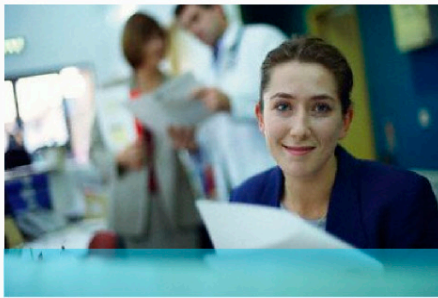
770-373-2207

jharlamert@comsys.com

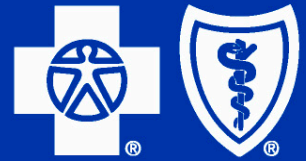
Jill Harlamert serves as Vice President of COMSYS' Infrastructure & Data Solutions Service Line. Previously, Harlamert served as Director Project Services and Vendor Management for COMSYS' Midwest and Southeast Division. Over the course of her tenure with COMSYS, she also held the position of Manager of Solution Services for the Midwest Division from 1999 - 2001.

Prior to COMSYS, Harlamert was a Service Delivery Manager for Project Management at Renaissance Worldwide and also worked with Xerox Connect as a Project Manager. Previously, Harlamert served as Dean of Electronics Engineering Technology at DeVry University.

Harlamert received her Bachelor of Science degree in Industrial and Systems Engineering from The Ohio State University, Masters of Science in Electrical Engineering from Wright State University and is currently a PhD candidate in Computing Technology.



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vWorx

Jamiel Saliba, Vice President

205-987-8878

jsaliba@comsys.com

Jamiel Saliba serves as a Vice President for COMSYS and has led the Vendor Management Group since October 2004. He previously served in the same capacity for Venturi Technology Partners from 2003 - 2004.

Saliba also served as President of Venturi Technology Partners for the Southeast Region from 1999 - 2003. Prior to this assignment, he served as the Managing Director for the Alabama Office of Venturi Technology Partners from 1996 – 1999.

Prior to joining Venturi, he served in the United States Army for 23 years in a variety of Command and Staff positions in the Human Resources area, until his retirement as a Lieutenant Colonel in June 1996.

Saliba received his Bachelor of Science degree from the University of North Alabama and his Masters in Business Administration from Webster University in St. Louis, Missouri.

Managed Solutions Delivery

Bill Price, Vice President

503-293-2499-ext 210

WPrice@comsyspdx.com

Bill Price serves as COMSYS' Vice President of Managed Solutions Delivery and has overall responsibility for delivery of project solutions nationally for the Company.

Prior to COMSYS, Price served seven years as Chief Information Officer for a major defense contractor with responsibility for providing all IT solutions required to support Engineering, Maintenance and Operations, and Scientific Systems for a combined business community of 8,000. Significant accomplishments include developing three- and five-year strategic IT plans aligned with business strategies and goals, plan and execution of three merger and acquisitions, and planned and implemented several business process re-engineering initiatives.

With more than 30 years of IT service, Price has served as an individual contributor, management consultant and in a number of high-level management positions. Price has had the opportunity to continually expand both knowledge and skills, which includes the applied qualities of leadership, team building and cultural re-engineering to achieve strategic business missions.





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Marketing & Sales Development

Ralph Kirkland, Vice President

713-386-1446

rkirkland@comsys.com

Ralph Kirkland serves as Vice President of Marketing and Sales Development. With COMSYS since 2000, Kirkland oversees marketing operations, sales management, employee development and IT consultant relations.

With more than 30 years of business development, sales management and training for large financial institutions, Kirkland has worked with a number of high profile financial services institutions, including Chase Manhattan.

Kirkland received his Bachelor of Business Administration degree from Baylor University.

Managed Solutions

Terry Redican, Director

301-921-3615

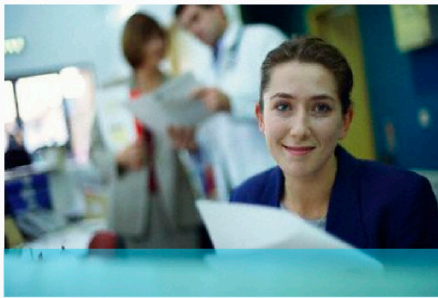
redican@comsys.com

Terry Redican serves as a Director of the Managed Solutions organization, responsible for COMSYS' client service delivery in the East Coast region. Redican has a background in business/technology strategy consulting, enterprise-level program management and organizational change management across a variety of industries including: Health Insurance, Financial Services, Property/Casualty Insurance, Chemicals, Consumer/ Packaged Goods, Communications, Broadcast Media, Publishing, and Public Safety.

Redican has worked on a number of significant, large-scale, complex initiatives over the course of his career. He has played a leadership role in the successful turnaround of global, packaged software, multi-million dollar implementation efforts that were behind schedule and over-budget. He also worked with another multi-billion dollar organization to develop a set of technology investment options designed to transform their business through the use of new technologies.

Earlier in his career, he was a project manager and technical lead on an industry changing program that automated the highly manual and fragmented underwriting process in the mortgage industry. Redican began his career as an application developer and analyst with Accenture.

Redican received a Bachelor of Business Administration degree with a concentration in Computer Information Systems from James Madison University in Virginia.



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Managed Solutions – Mid-Atlantic Region

Vincent Verna, Director

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vverna@comsys.com

Vincent Verna currently serves as the Managed Solutions Sales Director for the Mid-Atlantic region.

Previously, Verna served as the Chief Operating Officer of Acumen Solutions, a management and technology consulting firm. He was responsible for all sales and operations across the company's three industry lines of Communications and Media, Financial Services, and Government as well as the Global Services Practice which drove core company offerings. Prior to that, Verna was an executive consultant to several small to medium size organizations providing strategic direction, market evaluation and organizational growth recommendations.

Verna also served as the Chief Operating Officer of Xpedior Incorporated (NASDAQ: XPDR), a \$200M E-Business technology solutions firm.

Verna received a Bachelor of Arts in Economics from Virginia Polytechnic Institute.

Managed Solutions

Tim Phillips, Senior Consultant

713-386-1554

tphillips@comsys.com

Tim Phillips is a Senior Consultant responsible for client service and professional development. He is an expert in the areas of client-centric relationship development, professional service and solution sales.

Phillips is a major contributor to the design, development, deployment and ongoing evolutionary refinement of COMSYS' unique client-centric relationship sales model and methodology. In addition to serving COMSYS, he also helps COMSYS clients organizationally transform their client service focus to increase tangible business results by establishing high value client-for-life professional service relationships.

Phillips has an extensive professional background in the area of professional relationship development, servant leadership and professional service sales. He has more than 25 years of experience, with the last 10 serving in business development and professional service sales executive leadership roles in both the energy and information technology sectors.

Phillips earned both his Bachelor of Science degree in Agricultural Economics and Masters in Business Administration (Finance) from Texas A&M University.





Managed Solutions

Justin Hart, Senior Program Manager

301-921-3789

jhart@comsys.com

Justin Hart is a Senior Program Manager for COMSYS. He has served as Engagement Manager for multiple projects within Blue Cross Blue Shield FEP, including the recent IT Strategy project.

A seasoned technology expert and business strategist, Hart has worked as Director of eBusiness for Baan, Director of Emerging Technologies for Proxicom, and Director of Strategy for Trusted Edge. He is a recognized writer, speaker and serves as a technology advisor for several non-profit organizations.

Managed Solutions

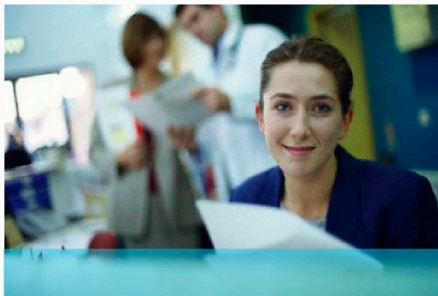
Jason Hogan, Senior Account Manager

443-703-8380

jhogan@comsys.com

Jason Hogan serves as a Senior Account Manager at COMSYS, responsible for developing new client relationships and managing and expanding the company's current client base. Hogan has supported the SBPASC FEPOC in Washington D.C., CareFirst Blue Cross Blue Shield in Maryland and D.C., and the Blue Cross Blue Shield Association Director's Office in D.C., supplying customer centric IT solutions and staffing services for the past 5 years.

Previously, Hogan served as a District Sales Manager for SYSCO Food Service of Baltimore where he was responsible for leading a team responsible for more than \$10 million in sales annually. Prior to entering management with SYSCO, he served in a variety of sales and marketing roles.



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Globalization Practice

Norman F. Newton, Jr., Managing Director

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nnewton@comsys.com

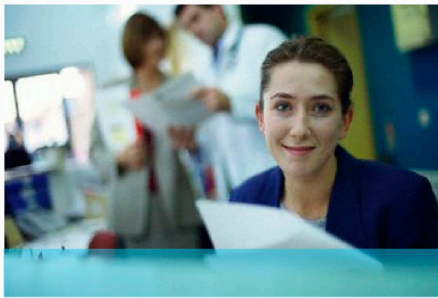
Norman Newton currently serves as the Managing Director of COMSYS' Globalization Practice and oversees sales and development of the practice's solutions.

Previously, Newton founded and served as President and Chief Executive Officer of Clinical Labs USA, which developed into the leading provider of clinical diagnostic services to the long-term care industry in the State of Texas. Newton also helped to build EC Outlook, Inc., a company recognized by *Computerworld* as a "Top 100 Companies to Watch," *Upside Magazine* as a "Hot 100" company, and a "Top 100 eProcurement Provider" by iSource. During his tenure at EC Outlook, he served as Vice President of Strategy, Vice President of Corporate Development and Vice President of Business Development.

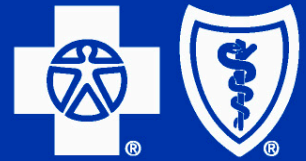
Prior to EC Outlook, Newton was a Corporate Development Manager at Notre Capital Ventures. During his tenure, Notre Capital Ventures launched two public "industry consolidation" companies; LandCare USA, Inc. {NYSE:GRW} and Transportation Components USA, Inc. {NYSE:TUI}.

Newton graduated from the University of Texas with a Bachelor of Business Administration degree in Finance and completed significant course work in international business with a focus on international finance.





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About COMSYS

COMSYS OVERVIEW

COMSYS IT Partners, Inc. (NASDAQ: CITP) has been providing superior information technology talent and solutions to private and public sector clients since 1972. Our reputation as an IT expert is built on three decades of experience as a full-spectrum source for the IT community. COMSYS is a key player in the IT industry:

- We deliver consistent product offerings across locations
- We bring the people, processes and practices for solutions to IT initiatives

With more than 30 years of experience, COMSYS has the breadth and depth of capabilities to support its clients across all disciplines. We currently engage approximately 5,000 consultants and offer a wide range of IT staffing expertise, including website development and integration, application programming and development, client/server development, systems software architecture and design, and systems engineering and systems integration.

History

COMSYS incorporated in the state of Delaware in 1972. We began as a regional business in the Eastern and Southwestern United States and have grown nationwide by internal expansion and acquisitions. Throughout our history, our core competencies of information technology staffing and project services have always remained in constant focus. We have an over 30-year track record of delivering contractors and solutions that consistently meet the needs of both public and private IT organizations from Seattle to Florida, from Boston to Southern California.

On September 30, 2004, COMSYS merged with Venturi Technology Partners, Inc. to create one of the largest U.S. companies focused solely on IT staffing and complementary services. The merger of these two companies created one of the largest publicly-traded IT staffing companies in the U.S. and resulted in a name change of the parent company to COMSYS IT Partners, Inc. COMSYS' common stock is traded on the NASDAQ National Market under the symbol "CITP."

The network of consulting and staffing resources that is today's COMSYS represents a cohesive and synergistic combination of local and regional strengths.

Organizational Structure

COMSYS delivers an unparalleled level of IT services through our nationwide network of wholly-owned branch offices. National Account Managers, Account Managers, and Placement Managers (our Recruiters) work from our offices in 42 major U.S. markets, Canada, and the United Kingdom. Each branch office is led by a director who ensures





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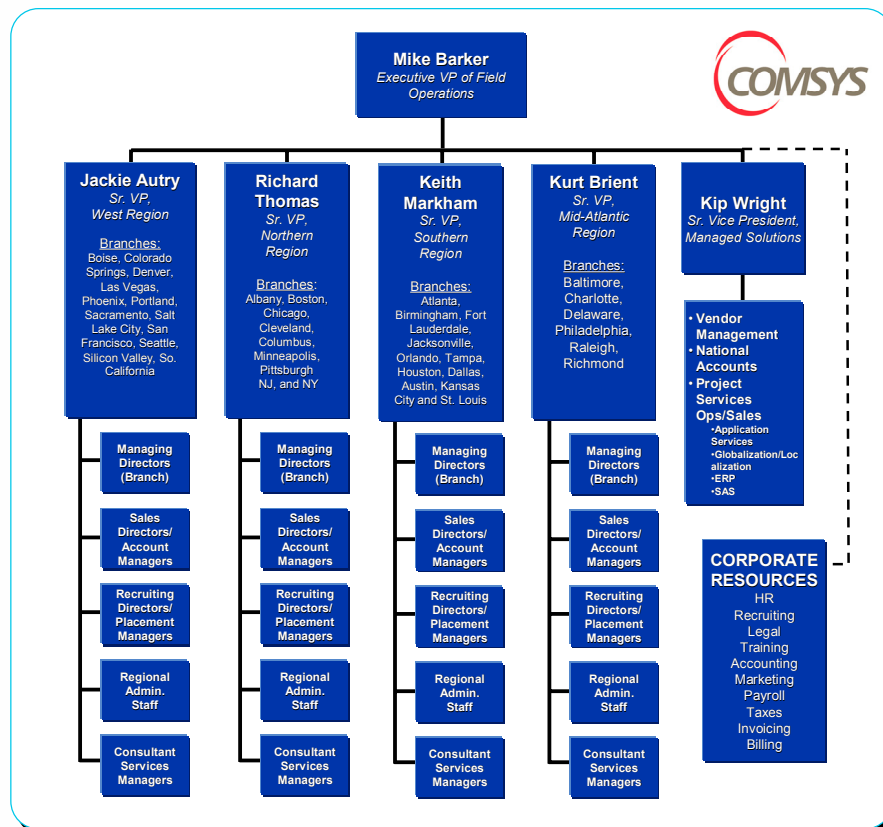
that our Account Managers and Placement Managers have the resources needed to support our clients and contractors.

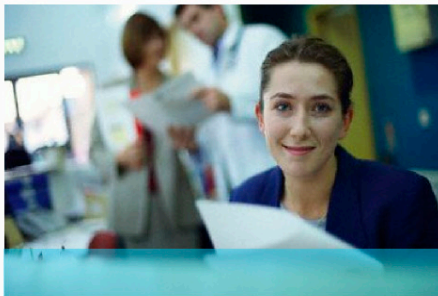
COMSYS branch offices are grouped into four regions. Each region has a Senior Regional Vice President that reports directly to Michael H. Barker, Executive Vice President of Field Operations. Barker reports to CEO Larry Enterline.

COMSYS' Vendor Management, Project Services, and National Accounts/Support Services organizations are managed by Kip Wright, Senior Vice President, Managed Solutions. Wright reports to Michael H. Barker.

Each branch office is led by a Managing Director reporting to a Regional Vice President and has full access to the complete range of corporate resources, including, but not limited to: Accounting, Billing/Invoicing, Payroll, Human Resources, Legal, Marketing, Training, National Recruiting Center, and offshore recruiting services. All branches are connected to our nationwide-area network, national e-mail system, and Internet-based recruiting resources.

Our geographic structure enables us to quickly and knowledgeably respond to local needs. And because our senior management group is accessible, clients can be assured that any issues and concerns are visible to COMSYS senior executives.





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Firm Experience

IT Staff Augmentation remains COMSYS' core service offering complemented by a comprehensive range of managed solutions and services. COMSYS currently serves over 400 clients located primarily in the continental United States with a number of active billable consultants in Canada and the United Kingdom.

Our diversified client base covers a broad spectrum of vertical markets, including government, financial services, telecommunications, manufacturing, information technology, pharmaceutical, transportation, and health care. We provide services to approximately 30% of the Fortune 500 companies and approximately 66% of the Fortune 50 companies. We have long-standing relationships with many of our clients, including relationships of more than a decade with many of our large customers.

COMSYS Service Overview

Whether you need help filling an IT position, managing an IT project, outsourcing your entire IT function or management of multiple or enterprise-wide vendors, COMSYS has the answer. We provide a full range of solutions to help you save time, control costs, and relieve administrative pressures.

In addition to our IT Staffing Augmentation services, COMSYS also provides an array of expanded solutions and services. COMSYS' Managed Solutions is a group of specialized products and services that leverages the core of our recruiting capabilities and delivers them through a framework of standardized delivery and product management methodologies. Divided into practice areas, COMSYS Managed Solutions provide specific service lines with specific capabilities that offer unique and powerful benefits to our clients. Our Managed Solutions offerings include the following products and services:

Staffing – Contract and Permanent Placement

Our core competency is IT Staffing. With a nationwide network of consultants and a database of 500,000 resumes, we are uniquely positioned to provide qualified candidates that meet all position requirements, including the hard-to-fill positions. Since our founding, we have earned a reputation for providing effective and responsive recruiting and client support processes. We support clients throughout the United States from our nationwide network of branch offices. We recruit IT talent locally, nationally, and internationally through our National Recruiting Center (NRC), our Offshore Sourcing Center, and our Managed Account Resource Specialists (MARS) program.

Managed Solutions

COMSYS' Managed Solutions is a separate group of specialized products and services that focus on delivering highly specialized services and solutions, leveraging the core of the COMSYS capabilities (recruiting top quality resources), and delivering





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them through a framework of standardized delivery and project management methodologies.

Our services are divided into manageable groups or service lines. Each service line has specific capabilities that offer unique and powerful benefits to our clients. Our Managed Solutions offerings include the following products and services:

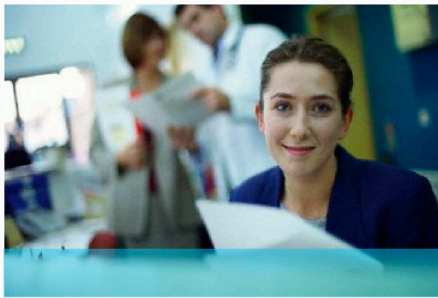
Managed Solutions						
vWorx	Application Services	Business Intelligence	SAS	ERP	Infrastructure & Data Solutions	Globalization / Localization
<ul style="list-style-type: none"> ▪ Vendor Management Services (VMS) ▪ Services Procurement Management (SPM) ▪ Vendor Sunset ▪ Recruitment Process Outsourcing (RPO) 	<ul style="list-style-type: none"> ▪ Application Development ▪ Application Integration ▪ Application Maintenance ▪ Testing Services 	<ul style="list-style-type: none"> ▪ ETL & Data Warehousing ▪ Enterprise Rpt Solutions ▪ OLAP Reporting & Data Analysis ▪ Performance Reporting 	<ul style="list-style-type: none"> ▪ Assessments ▪ Clinical Services ▪ Solution Support ▪ Production Analysis 	<ul style="list-style-type: none"> ▪ SAP ▪ Oracle ▪ JD Edwards ▪ PeopleSoft ▪ Microsoft ERP 	<ul style="list-style-type: none"> ▪ Data Management ▪ Information Security Governance ▪ Technology Management ▪ Performance Management 	<ul style="list-style-type: none"> ▪ gpSoftware Localization ▪ gpContent Localization ▪ gpProgram Solutions ▪ gpStaffing Solutions

vWorx - Vendor Management

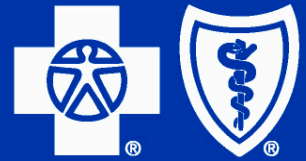
Through COMSYS VMS, our vendor management program, COMSYS serves as the single point-of-contact to simplify your vendor management services. We function as a liaison, receiving requirements from you and working through your support suppliers to get the job done. Whether you contract with five companies or hundreds, all your supplier operations can be in COMSYS' capable hands.

COMSYS VMS is flexible beginning with three available applications. COMSYS VMS can be tailored to each client's business model and unique requirements for a customized solution.

- **Contingent Workforce Management** – a dedicated onsite management team offers pragmatic recommendations for process improvements, cost savings and technology enhancements as we manage your entire staff augmentation procurement from requisition to payment. This COMSYS VMS onsite solution significantly improves the process for procuring and managing contract labor. COMSYS will create a custom-tailored program designed to reduce the administrative burden associated with managing contract labor, to make the process less time-consuming, more efficient, and cost-effective.
- **Contract Services Management** – our fully integrated technology solution allows you to manage and control your vendor management process. COMSYS VMS is an enterprise-wide, vendor-flexible, e-procurement application that creates a secure, private marketplace for you and your chosen staffing suppliers. It automates and streamlines manual processes, so you can accurately track, measure, and analyze every transaction for vendor or temporary services procurement, "from req to check."
- **Vendor Sunset** – this program is designed to manage any remaining projects if you have recently created a primary supplier program. With this COMSYS VMS program, we will manage all secondary suppliers and contractors until their assignments are complete.



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COMSYS will tailor any of these options to ensure that we achieve your business objectives. They can be implemented in a standalone fashion or as part of a phased implementation. Our vendor management options can be applied in a variety of settings such as:

- Traditional primary/secondary vendor management
- Secondary vendor management only
- Functional areas within the organization (e.g., Help Desk)
- Large customer projects
- Smaller decentralized business units within your company

Application Services

These services include packaged software implementation, application development, remediation, network solutions, and maintenance. We deliver turnkey solutions from our development facilities, your offices, or offshore. When outsourcing the responsibility for an entire project, we provide the right individuals and teams who assume total accountability for deliverables and due dates. Solutions include evaluating your current IT and communications systems, assessing LAN/WAN expansion or consolidation options, evaluating wireless networks, addressing breaches of network security, and deploying new hardware or software.

Depending on your critical business issue(s), COMSYS will plan, manage, and execute strategic initiatives that will help you stay at the forefront in today's digital world. All of these services can be provided with as much or as little client involvement desired. COMSYS will work with each client to find the solution that fits your environment.

Business Intelligence

At COMSYS, it's our business to help organizations run more effectively, strategically and tactically - through information technology. COMSYS' Business Intelligence practice leverages years of experience to design and implement efficient BI programs and applications that enable customers to access data that facilitates better decision making and results, for a true competitive advantage.

Whether you need one-time assistance with a facet of your BI capabilities or long-term, fully-managed overall BI solutions, COMSYS will work with your company's existing data sources to take your operational knowledge to the next level.





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SAS

SAS provides a single version of the business intelligence that can be shared across the organization. It ensures a lower total cost of ownership by leveraging existing technology investments and it minimizes project risk as it relates to integration issues. It delivers depth of analytics, including forecasting, predictive and descriptive modeling, optimization, design of experiments, and text mining. COMSYS' SAS practice is a SAS Gold Partner with more than 20 years of SAS consulting experience.

ERP

Our consultants have skills across the full range of platforms from legacy systems to wireless networks, operating systems including Linux and Windows XP, and applications such as Customer Relationship Management (CRM) and the Enterprise Resource Planning (ERP) systems – SAP, Oracle, PeopleSoft and Siebel.

COMSYS has extensive experience providing key functional and technical resources in support of ERP solutions in the marketplace. Domestically we have provided critical ERP resource support to a number of key clients. COMSYS also has the capability and experience providing offshore support and sourcing solutions via our offshore solutions in India.

IDS

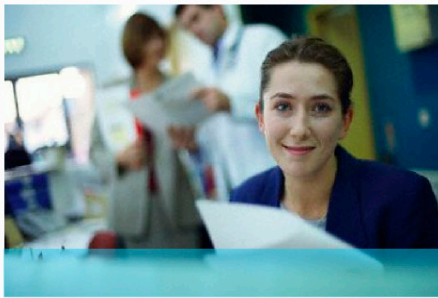
Our Infrastructure Data Solutions Practice provides a range of services related to the critical infrastructure which supports an organization's enterprise data. Specific services include:

- Data Management
- Information Security Governance
- Technology Management
- Performance Management

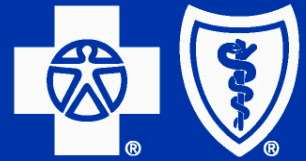
Through the employment of proven methodologies and delivery processes, COMSYS has successfully completed a wide array of engagements within the Infrastructure Data Solutions space. We provide high level data migration, consolidation, and security services to some of the largest Fortune 100 clients today.

Globalization/Localization Services

Globalization and Localization Services address the business issues associated with taking a Web site global or local. This involves making a site linguistically and culturally appropriate for each target locale (country/region and language) where a product will be used and sold. It includes the modification of date, time and currency formats, as well as translating the help documentation.



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Secure IT

Secure IT, the federal division of COMSYS Services LLC, offers information technology consultants interested in opportunities in the federal government market with a one-stop resource for job openings, professional development, and market insight. By building alliances with systems integrators, federal contractors and small businesses, Secure IT and its consultants help government agencies meet their mission-critical technology, telecommunications, and network requirements. Secure IT's management team has in-depth experience in the Department of Defense and federal civilian markets.

Alliances

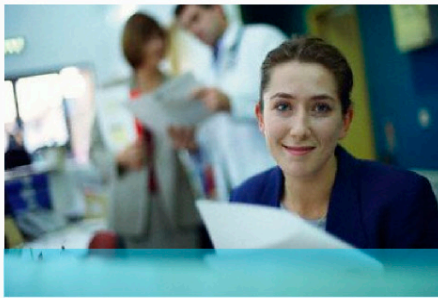
COMSYS currently maintains the highest level relationships with virtually all of the major hardware and software vendors. Those partnerships and relationships are described below.

- **Microsoft Gold Certified Partner for E-Commerce and Business Intelligence**
The Microsoft Gold Certified partner program recognizes an elite group of top-tier Microsoft Partners. This certification is given only to partners who achieve measurable and demonstrable success in deploying Microsoft technologies. COMSYS went through a rigorous selection process that included Microsoft audits of our most successful engagements. COMSYS currently employs hundreds of Microsoft-focused consultants.
- **SAS Gold Alliance Member**
COMSYS is the largest SAS Gold Alliance Member in the U.S. and has been a Gold Member since 1996.
- **IBM Premier Business Partner**
Highest level of service provider partnership, which requires us to retain a solid core of certified IBM/Lotus professionals.
- **Oracle – Indirect Managed Partner**
COMSYS has a strong relationship with Oracle and currently employs a large cadre of Oracle consultants and DBAs.
- **Additional Partnerships**
In addition to these premier software vendor relationships, COMSYS also has several partnership, licensing, reseller and service provider relationships with other software tools including the following:

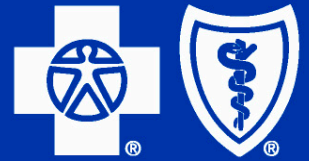
- Citrix
- Mercury Interactive
- Crystal Decisions (formerly Seagate)
- WebMethods
- Macromedia

- Ektron
- Informatica Consulting Partner
- Cognos Consulting Partner
- Business Objects Consulting Partner





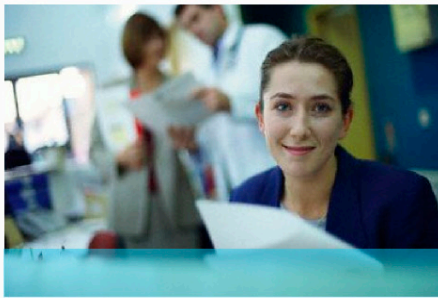
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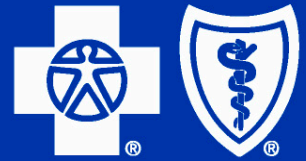
Our Success Stories with Clients



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VENDOR MANAGEMENT A MANAGED SOLUTIONS SERVICE

National Mortgage Banking Company

Full Service VMS Program

Client Situation

Due to rapidly changing mortgage rates, a large mortgage banking firm was experiencing dramatic business fluctuations. In order to quickly adjust labor costs and maintain alignment with top line revenue shifts, the company relied heavily on contingent staffing.

Over time, management found that overseeing multiple staffing providers proved to be time-consuming, draining and distracting from additional business priorities. Other factors including, fast growth, national presence, dispersed operations and cyclical usage of contingent staff, led the company to seek solutions that would create efficiencies and decrease hard and soft costs. As the company sought the services of an outside expert in the field to help wrest control of IT spending, they developed the following selection criteria for the engagement of a business partner:

- Single point of contact for all contingent staffing
- Reporting capabilities to measure vendor performance
- Appropriate vendor levels established and maintained
- Minimization of risks associated with co-employment issues
- Dramatic increase in contract compliance
- Reduction of process liability
- Proven experience, reputation and track record of the provider

COMSYS Solution

After a thorough national search, the company awarded its contract to COMSYS. Our solution, vWorx, was implemented to manage contingent resources enterprise-wide at more than 50 U.S. locations. Within months, the COMSYS implementation team enrolled 100 percent of the vendor community to support clerical, professional, IT and light industrial positions.

With vWorx, the combination of processes, people and technology shifted accountability and time-consuming management functions to COMSYS, allowing the company to re-focus on core business activities.

QUICK FACTS

Annualized Managed Spend:	\$ 8,815,000
Job Classifications:	IT, Admin/Clerical, Finance/Accounting
Contractor Count:	164
Vendor Count:	48





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Benefits to Our Client

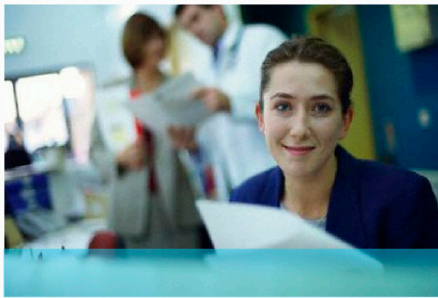
With vWorx, the company achieved its goal of significant overall cost savings for the organization. In the first year of the program, the COMSYS solution contributed to saving the client approximately 10 percent from the previous year's contingent staffing spending. COMSYS worked with the client to review and revise their Vendor list, to ensure compliance and more effectively provide coverage across the U.S. Lastly, COMSYS provided the leadership to standardize and implement comprehensive on-boarding and off-boarding procedures for all new consultants.

COMSYS established and implemented standardized processes that could be applied across a wide range of business units. COMSYS successfully accomplished the design and rollout of these best practices and has maintained 100 percent program adoption throughout the organization. Specifically, the COMSYS solution was responsible for:

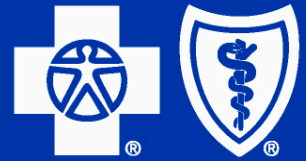
- Standardized service rates, offering more consistent "pay for same position"
- Reduction of inaccurate billings for more timely financial reporting
- One consolidated invoice, dramatically lowering internal A/P processing costs
- Automated requisition, evaluation and selection process, for less administrative burden
- Electronic timesheet entry and approval, increasing timeliness and accuracy
- Reduced co-employment risks, satisfying internal risk management mandates
- Auditing and correcting vendor contracts, increasing contract compliance
- More effective vendor utilization, leading to streamlined business processes
- Reporting on vendor and contingent staff performance, providing key data for decision-making
- Shortened procurement and fulfillment cycles, immediately increasing productivity
- Access to usable, real-time data for monitoring and measuring key metrics
- Dedicated onsite management team to monitor the program, freeing up company talent

Benefits to Vendors

- Use of an automated system to conduct business
- Electronic timesheet and approval process
- Automated billing and payment (provided by COMSYS)
- Access to the enterprise base of requisitions



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APPLICATION SERVICES

A MANAGED SOLUTIONS SERVICE

Wireless Telecommunications Giant – Testing Solutions

Situation

One of the most highly regarded telecommunication organizations in the world, this client has multiple testing departments within its organization, supplying quality control expertise for its billing and customer care application development and testing. These applications provide maximum customer service levels, vital to day-to-day business operations.

Within the organization, there is implementation of application release changes on a regular basis. In addition, there are ongoing maintenance changes that must be coordinated with the changes in the release cycles. Also, historically there were some acquisitions that caused the organization to expand their functionality or to merge the acquired organization's functionality into the existing application's structure. This activity requires careful planning for the testing organization and skilled resources to help the client with the testing effort.

COMSYS Solution

COMSYS provided a supplementary team of resources which included specific subject matter expertise and test support for the client's customer care and billing application releases. These releases were critical in providing uninterrupted service to the client's large customer base during major software changes, including major updates to the software itself and consolidations of functionality due to acquisitions of other telecommunication providers.

The COMSYS team:

- Assisted in developing detailed test strategy, estimates and timelines
- Ensured that all aspects of the application had proper testing coverage
- Developed test plans and timelines; worked with Project Managers to identify project risks
- Defined entrance and exit criteria for each testing cycle
- Designed and executed test plans and documents; prioritized defects, while ensuring that all were addressed in the development lifecycle through resolution
- Used creative and innovative thinking in applying, on a broad basis, principles, theories and concepts to a wide range of problems
- Defined project scope; developed plans for using resources to meet major goals and objectives
- Worked directly with the client to understand project scope, overall project objectives and team assignments



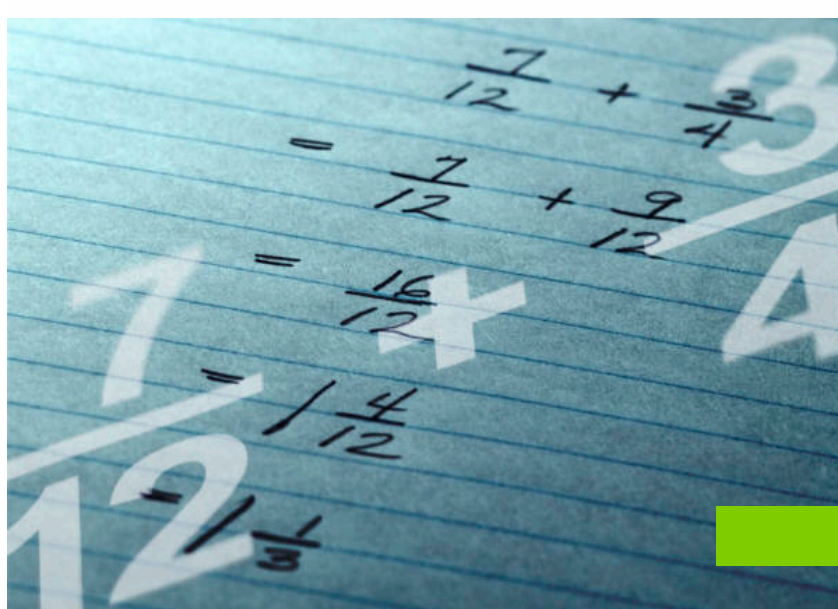


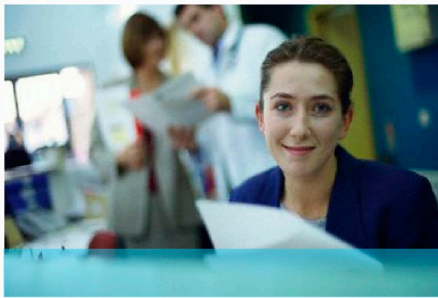
COMSYS Solution (continued)

- Analyzed existing system requirements and worked with the client to understand and assist in defining test approach to meet overall project goals in a client/server technical environment
- Used appropriate testing tools and methodology in accordance with client's testing practices
- Logged system defects with adequate detail to assist in root cause analysis of problems
- Provided test support and/or verification during defect resolution and implementation of system changes to production
- Ensured proper transition of testing artifacts; test plans and results; and other project documentation to the client's project team before the assignment end date

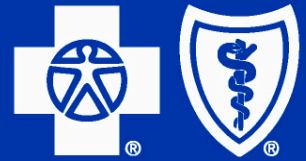
Benefits to Client

- The COMSYS approach provided the following benefits:
- Skilled team of testing professionals
- Proven processes and procedures
- Innovative ideas for designing more effective testing artifacts
- Reduction of production problems
- Daily tracking and reporting of defects





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SAS / BI PRACTICE A MANAGED SOLUTIONS SERVICE

Purdue University School of Veterinary Medicine

Data Warehousing

Situation

The Purdue University School of Veterinary Medicine (SVM) prides itself in its teaching and research capabilities, as well as the extensive learning resources it makes available to its students, faculty and staff. Its mission is to develop, implement and disseminate innovative approaches to veterinary and biomedical education.

One learning resource that the SVM maintains and makes extensive use of is the Banfield pet Hospital® database. The database provides the school with essential information related to the proper diagnosis and treatment of companion animals from 500 Banfield hospital locations in 44 states. The information is used to promote evidence-based veterinary healthcare, evaluate health outcomes, and characterize the frequency and distribution of disease and to provide early warning of emerging infectious diseases and possible acts of bioterrorism.

Researchers use the database to answer important research questions through application of SAS and ESRI software and development of custom programs for reporting and analysis. The programs required a high level of programming expertise and take a great deal of time to write and run. A significant increase in the use of the database brought this problem to a head. Analysts were not able to get the information they needed within the time they desired.

To advance the Purdue SVM's mission, the University turned to COMSYS National SAS Practice. The SVM needed to:

- Increase the access speed for reporting and analysis tasks
- Eliminate complex programming necessary to access data
- Make the database more user-friendly
- Expand graphical and geo-statistical presentation of data to enhance analysis capabilities
- Promote shared information within the veterinary community
- Expand research awareness among veterinary schools and clinics
- Develop collaboration among industry experts for experiments and research
- Strengthen the communication network to increase disease control and maintenance

COMSYS Solution

COMSYS National SAS Practice worked with the Purdue SVM, the Centers for Disease Control (CDC) and the Banfield Pet Hospital to create a web portal and data warehouse to support fast interactive reporting of all information contained in the pet database. We created a user-friendly platform in which researchers could easily request and utilize the data needed. The efficiencies created through the web portal and data warehouse allow for quick turnaround time for report and task requests.





COMSYS Solution (continued)

The data warehouse connects the pet database, the SVM and the CDC to create a comprehensive resource for all users. COMSYS National SAS Practice used Oracle 10g to create the data warehouse. We first worked with the SVM to identify the required analysis functions and the data to support these projected analyses. The data was then modeled and database structures were created within an Oracle warehouse to support fast dynamic analysis of a very large amount of data. To provide the functionality needed, it was necessary to be able to slice and dice gigabytes of data across many dimensions to produce analyses that would run in a few seconds.

New data structures such as index organized tables and materialized views were constructed to provide this high speed dynamic reporting. For ease of use and wide access too many projected users a front end web application was developed using SAS and Java. This application allows the users to dynamically create prospective studies based on millions of office visits and provide completed analyses interactively in a few seconds. Dimensions for analyses include time range, species, diagnoses, lab results, exam results, treatments, location, hospital and pet attributes such as age, weight and breed. Outputs include tabular reports, charts, time plots, forecasts and maps.

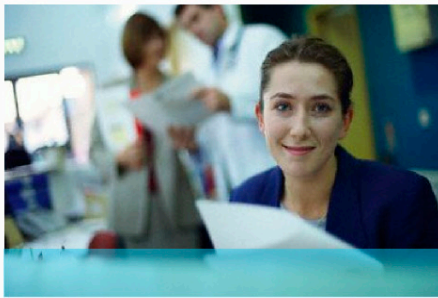
Benefits to Client

The Purdue SVM can now use the pet database for ongoing, proposed and future prospective studies such as:

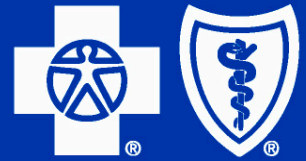
- Efficacies of treatments
- Associations between diseases and treatments
- Associations between treatments and adverse reactions
- Associations between treatments and future health
- Associations of treatment effects with pet attributes
- Comparisons of treatments using statistical methods such as ANOVA

The SVM now has graphical capabilities for the presentation of data for analysis. They now have the ability to study the effectiveness of treatments over time with subpopulations.

Future uses of the web portal and data warehouse include forecasting levels and locations of diseases and outbreaks, early diagnosis and tracking of outbreaks, alerting veterinarians of important conditions, diagnosis, alerting and tracking of possible acts of bioterrorism.



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ERP SOLUTIONS A MANAGED SOLUTIONS SERVICE

Fortune 500 Medical Distribution Company

JD Edwards* OneWorld Implementation

Client Situation

In an effort to optimize its offerings and expand its capabilities, a leading provider of healthcare supplies, information and care management products and services, with one of the largest customer bases in the industry, decided to implement JD Edwards OneWorld software. In order to execute the program quickly and efficiently, the company conducted an exhaustive search for an industry leader in Enterprise Resource Planning.

COMSYS Solution

The COMSYS ERP Practice was selected to manage and direct the development efforts for the JD Edwards OneWorld implementation and has been involved in the project since its inception more than three years ago. COMSYS experts worked with the client to develop a three-year, four-phase plan, involving the full complement of JD Edwards software including:

- Fixed Assets
- General Ledger
- Procurement
- Purchasing
- Inventory
- Accounts Payable
- Accounts Receivable
- Sales Order Process and Management
- Pricing
- Advanced Warehousing
- E-Commerce
- Vertex (add-on tax package)
- Logistics

The project also involved an extensive customized retro-fit effort to provide added features, forms and functionality for the client. JD Edwards considers this one of the most complicated OneWorld installations to date given the volume of transactions and the nature of the processing.

At the height of the project, COMSYS had more than 30 consultants on-site spanning all technical, application, and network (CNC) skill sets. The engagement included project management accountability in all of the traditional phases of an IS project from project design, scope and cost estimate through post-implementation support and analysis.





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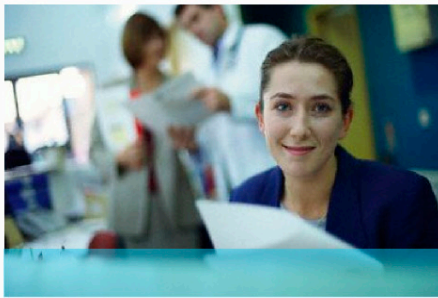
Benefits to Our Client

With the COMSYS ERP practice and its combination of people, processes and technology, the client was able to successfully roll-out, implement and manage its software solution. The successful partnership with COMSYS enabled the client to remain an industry leader by sustaining its technological innovation. Specifically, the COMSYS solution was responsible for:

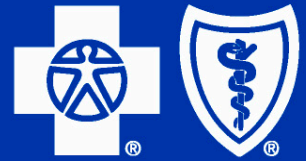
- Customized software features, forms and functionality tailored to the client's specific needs
- Navigated client through one of JD Edward's most intricate, detailed installations, allowing the company to focus on its core business activities
- Developed personalized on-site staff instruction, demonstrating practical uses to maximize efficiency of new software

**JD Edwards is a registered trademark of Oracle and/or its affiliates*





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INFRASTRUCTURE & DATA SOLUTIONS A MANAGED SOLUTIONS SERVICE

Global Financial Services Firm

Situation

Unable to keep pace with the demands of its growing infrastructure, this global financial services firm utilized data centers spread across five cities and were quickly approaching maximum capacity. Its current data centers lacked adequate power capacity, raised floor space and floor density reinforcement to support new technologies. Available floor space was limited and new systems were hard pressed to fit into already maxed capacity. Adding the significant loads also increased the possibility of failure as each data center approached capacity.

Adding to the dilemma, one of the data centers owned by IBM was quickly approaching the expiration of its lease date. The client also faced a number of limitations, including:

- Lease expiration at smaller data centers
- Inability to rationalize real estate portfolio
- Retrofitting/upgrading existing data centers is not a viable alternative
- Cost estimates exceed build option
- Risk to disrupting existing production too high
- Tactical hardening environments possible to support transition to new centers

COMSYS Solution

After careful evaluation, COMSYS' Infrastructure and Data Solutions (IDS) was selected as one of two vendors to support the successful planning and execution of the aggressive migration. COMSYS kicked-off the migration with its Partners in Projects Methodology, involving a six-phase process to create a comprehensive plan-of-action.

COMSYS assembled two teams to support the complexities of the consolidation and migration, with multi-team support playing a pivotal role in completing the project quickly and efficiently. COMSYS IDS provided senior level program management support to help drive quality and maintain oversight across the multiple teams supporting this effort.

As a result, COMSYS IDS successfully migrated more than 5,000 servers (mainframe systems, Wintel, Unix-based servers and telecommunications equipment), spread across multiple sites, to three data centers over the course of a two-year timeframe.

COMSYS also staffed more than 60 consultants across the data center sites. During the course of the rollout, COMSYS also provided an initial recruitment plan for staffing the engagement team and initial event team(s). COMSYS also tapped resources in a number of field branches to support the more than 19 job functions required to successfully complete the migration.

QUICK FACTS

Service Requested:	Data Center Migration/Consolidation
Job Classifications:	5,000+
Contractor Count:	60
Job Functions Supported:	19

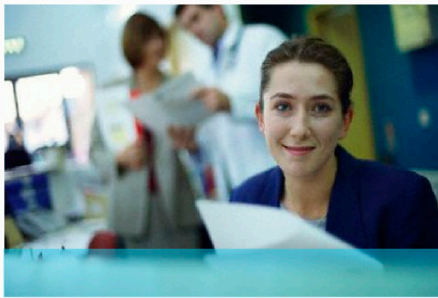




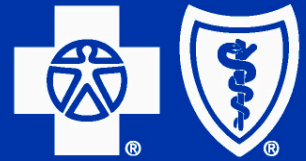
Client Benefits

- Maximizes space by providing approximately 245,000 square feet of Tier 4 raised data center floor space, expandable to 290,000 square feet
- Provides foundation for control and flexibility of the client's infrastructure
- Addresses current data center end-of-life and disaster recovery
- Consolidates environment by migrating systems in non-strategic centers to new state-of-the-art Strategic Data Centers
- Offers fault-tolerant functionality with no impact to critical business systems, applications or customers
- Offers 99.999% availability and uptime (less than six minutes of downtime per year)
- Ensures 100 percent technology refresh for mainframe systems
- Redundant (mirror-image) system components provides an environment that allows concurrent maintenance activity to occur without disruption to the critical business systems and applications
- Enhanced information security to detect and prevent system outages that create risk for the business and customers





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GLOBALIZATION A MANAGED SOLUTIONS SERVICE

Leading Provider of Mobile Device Software for Healthcare

gpSoftwareLocalization

Situation

A leading provider of mobile device software for the healthcare industry required the translation and re-engineering of the device's user interface to meet communication requirements for non-English speaking users as part of its global expansion process. Rapid turnaround on the translation project was compounded by the need to launch in the international market ahead of the competition that the software was not internationalized to support bi-directional characters. The languages requiring translation support included Korean, simplified Chinese, Russian, Hebrew and Indonesian. Translation included editing, proofreading and functional and linguistic testing to provide appropriate usability for the target languages.

COMSYS Solution

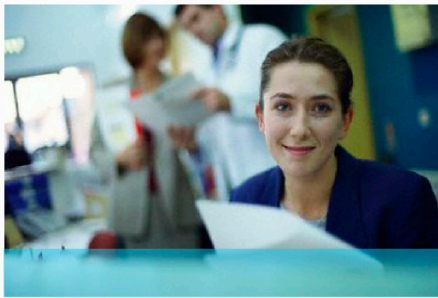
After a thorough vendor evaluation, the COMSYS Globalization Practice was awarded the project based on proven software internationalization engineers and testing resources and our extensive in-country experience with linguistic and cultural nuances. Using our unique delivery model and proprietary Front Office Exchange (FOX) database and gpVendorDAX global resource sourcing and management tools, COMSYS was able to meet the customers quick turnaround time required for market entry abroad, staying one step ahead of the competition.

Due to the project size and budget constraints, the project management resources were shared and used along with just-in-time resources sourced from our FOX and gpVendorDAX global resource sourcing and management tools.

Client Benefits

Using the resources and solutions provided by the COMSYS Globalization practice, the customer successfully completed its translation and re-engineering of its device user interface for non-English speaking users. The translation served as a necessary and critical component for the customer as it prepared for its handheld entry into international markets. Due to COMSYS' unique delivery model for translation, the customer was able to quickly establish its presence abroad and stay ahead of its competitors.





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Our Work with Blue Cross Blue Shield

APPLICATION SERVICES SOLUTIONS

- **Service Benefits Plan Administration Services Corporation**
- Strategic IT Roadmap
- FEPOC & DO Client Service Professional Development
- Business Resumption Plan

VENDOR MANAGEMENT SOLUTIONS

- **Highmark – Pittsburgh**
- vWorx – Vendor Management
- **BCBS Florida – Jacksonville**
- VMS B-Line

SAS & BUSINESS INTELLIGENCE SOLUTIONS

- **BCBS Florida – Jacksonville**
- SAS Assessment
- **BC of Idaho – Meridian**
- Seagate Migration to Crystal and Associated Training

STAFFING SOLUTIONS

- BCBS FEPOC
- CareFirst – Baltimore
- The Regence Group – Portland
- BCBS South Carolina – Columbia
- Independence BCBS – Philadelphia
- BCBSA – Chicago
- BCBS Massachusetts – Boston
- Anthem – Columbus & Richmond





Highlights of our work with Blue Cross Blue Shield – Highmark

Contingent Workforce
strategies

Excerpted and Edited for Brevity

November/ December 2005

*“High Marks for Contingent Workforce Management
Health Insurer Gains Control and Meets Stringent Compliance Demands”*

By Jeffrey Bartlett

Human resources departments often have to justify the use of contingent workers to internal authorities, but few companies have to explain it to the government. Highmark Inc., a health insurer headquartered in Pittsburgh that covers more than 6 million people in western Pennsylvania, is one that does.

A not-for-profit company that also administers state and federal programs, including Medicare, Highmark must report on various hiring matters to the U.S. Equal Employment Opportunity Commission (EEOC). As regards both full-time and temporary employees, it has to be able to prove that its selection process is fair and does not discriminate against individuals or companies classed as small and disadvantaged businesses (SDBs).

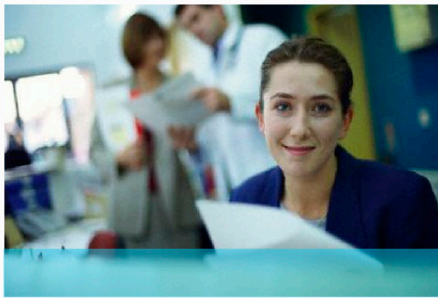
Early in 2004 the EEOC introduced a regulation that requires companies to document why they choose to hire one person over all other candidates. To comply, Highmark would have to capture and report all relevant hiring data. That was nearly impossible when it came to contingent workers in Highmark’s information technology sector, which on average has 300 contingent IT professionals doing various kinds of work at any time.

Pressure to Comply

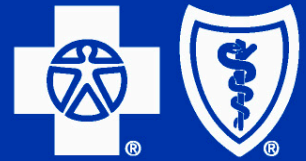
A lack of controls on IT temporary hiring was inefficient at the least; it might also be illegal. The EEOC requires that all businesses be given a fair chance to compete, but staffing supplier SDBs had complained that they didn’t get much business. Highmark ranked suppliers in two tiers, but in practical terms, says McNaughton, “the second tier never got any opportunities.”

One reason this risky situation existed was that hiring managers habitually told the vendors they were used to dealing with when an opening was coming. “Somebody might get an informal heads-up, and their candidate had already interviewed by the time the SDB would get the requisition,” says McNaughton. As a matter of convenience, hiring managers often based their decisions on which candidates were first in, not most qualified. So not only might Highmark fail to comply with EEOC guidelines, it also might not get the best workers.

On top of all this, HR didn’t know how many contingent IT people were working at the company’s two main sites or how long each of them had been there. That raised the danger of the Internal Revenue Service reclassifying contractors as employees, which would leave the company liable for back taxes and penalties. “We had no visibility about



A Blue Cross Blue Shield Resource



how long they stayed,” says Cain. Nor did Highmark know how much it was spending on them; it sometimes paid high rates for contractors overqualified for positions, according to McNaughton.

When the new EEOC regulations were announced, she says, “Our compliance staff raised a red flag. We couldn’t defend how we did our IT contingent hiring. We couldn’t hold up under an audit and explain why we spent X [amount of money] with one vendor and Y with another.”

The company decided to correct these failings, before government agencies could order them to. Cain tasked HR and its staffing group to accomplish three things regarding the use of contingent IT workers: improve reporting, fully meet the legal requirements and take control of costs.

Finding a Way

HR felt a sense of urgency that, at first, the IT department did not share. “IT didn’t care” how the contingent hiring process worked, McNaughton says. “They were getting their projects done. From an IT perspective it wasn’t broke. But HR has to manage compliance. From our perspective it was way broke.”

In February she went to Procurement, which circulated a request for information. After considering the RFI responses, Procurement concluded that a new system to automate all aspects of contingent hiring would cost a staggering \$4 million.

“That was a deal-breaker,” McNaughton recalls. Neither Tabor nor Cain had the budget to buy the tool the company wanted for this task, a vendor management system (VMS). And if the project followed the usual IT deployment schedules, “it would take two years to get a new system up and running,” she adds.

Fortunately, HR discovered a possible answer to the problem right in its own department. In addition to contingent IT personnel, Highmark regularly employs 175 to 250 temporary administrative and clerical workers. They are managed by a vendor on premises (VOP), Venturi Staffing Partners, Inc., which has local roots. The VOP already used vWorx, a VMS from Comsys IT Partners, Inc., of Houston. Ron Alvarado, Venturi’s president, recommended it for IT temps also. (In 2004 its parent company sold Venturi Staffing Partners to CBS Personnel Holdings, Inc., when the parent merged to form Comsys IT Partners and focus solely on IT staffing.)

Selling the Plan

Adopting vWorx “was a logical transition for the IT piece,” McNaughton notes. But there were several constituencies to convince. On the vendor side, large suppliers feared they would lose sales volume, while SDBs were skeptical that things really would change. They simply had to wait and see.

More crucial was getting buy-in from Highmark’s IT group. Tabor had to be convinced that any VMS was robust and reliable, and everyone from the CIO on down worried that effectiveness would suffer from having to follow a set procedure with no options to





freelance outside it. But the proposed new system offered a compelling benefit: spend tracking.

Although many internal hiring managers were comfortable with their habitual style of acquiring the contingent IT workers, fiscal responsibility was their Achilles' heel. Because they didn't track contingent usage carefully, managers might find they had exhausted their budgets and couldn't afford temporary help when they needed it most. In the new system they can check their finances at a glance. "We wanted to empower them to manage their own spend," McNaughton says.

The length of the hiring process was another argument favoring the new approach. Kelly Keeling, senior employment specialist in Highmark HR, spent all her time assembling and maintaining the contingent workforce — screening resumes, doing follow-ups, sending rejection letters and executing other details. The new system would speed the whole process, according to McNaughton.

Now the managers post every requisition directly in vWorx. Comsys examines the responses and comes up with a short list of candidates, which it passes to Keeling. She and the hiring manager conduct interviews, and the manager makes the decision.

As for managers' ad hoc approach to choosing contingent workers, McNaughton says, "That's all gone now. It's not the way we do business any more." Working through the VMS, "the hiring managers can't see who the candidates come from," she explains.

After six months of planning, convincing and testing, vWorx went live for IT in October 2004.

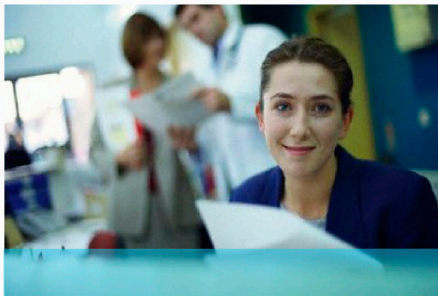
In Working Order

By adopting a rigorous contingent workforce management policy and deploying a software tool that supports that policy, Highmark is able to meet its compliance obligations. Using vWorx keeps all relevant data in one place and has improved the structure of reports by adding data fields to generate more comprehensive information.

In comparison to the three to four days it used to take to produce a report, McNaughton says, "That's a five-minute proposition now, and the managers can do the reports themselves." Enabling them to do that "has boosted our credibility," she adds. "HR doesn't want hiring managers to say, you don't understand our business."

The change has benefited HR and Keeling as well. "We were never able to promote her because all she did was manage vendors," says McNaughton. Now she works with Comsys to manage the VMS and handles permanent IT staffing as well. "We have almost a whole person back in the corporate staffing department," McNaughton reports.

And knowing the IT staffing suppliers, Keeling is able to facilitate temp-to-perm conversions when they occur. For example, Highmark used both full-time and contingent programmers on a major project to upgrade its claims processing system. Once it was done, the company converted 160 of the temps to stay on and manage the critically important system.



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Highmark has reduced its total number of IT staffing suppliers to 26 “At the end of the day now, our short lists are based on competition, quality and price,” says McNaughton.

Speaking of price, Cain says, “We have a cost structure in place, and we have rate caps. That translates into reduced cost.”

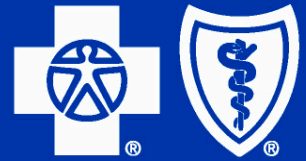
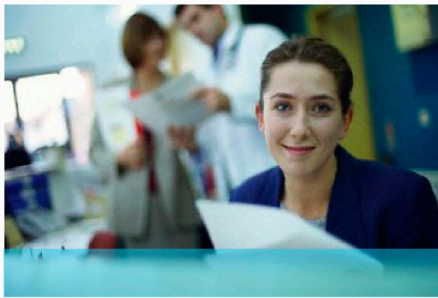
Highmark has not tracked the dollar savings, McNaughton says, but she notes “soft savings” gained through indirect cost avoidance such as reduced administrative expenses and time freed up for herself, Keeling, the hiring managers and the auditing staff to concentrate on their core responsibilities.

The issue of software funding was resolved favorably as well. Although there were development costs to tailor vWorx for Highmark’s needs, they were one-time expenses. As is common in VMS deployments, the staffing suppliers pay Comsys a percentage of their billings to participate in the system. “It essentially costs Highmark nothing,” says McNaughton.

As leader of HR, says Cain, “I can feel comfortable with the information we have, make solid business decisions and report with confidence to upper management.”

McNaughton puts the improvement in more personal terms. “I sleep better at night,” she says. “What was once a huge headache is now just a day-to-day activity.”





COMSYS Case Study

Vendor Management

A MANAGED SOLUTIONS SERVICE

Highmark

Full Service VMS Program

Client Situation

A large national insurance company was experiencing brisk growth, particularly in the IT division. To allow IT managers to focus on core responsibilities, the company sought an industry expert in the field of vendor management to establish consistent and uniform hiring practices and keep pace with rapidly shifting manpower needs. Of specific concern was the desire to level the playing field between large and small vendors, create competitive market rates and ensure uniform contract compliance with vendors. In addition, the company was looking for a solution that would shorten the fulfillment cycle for contingent workers, reduce cost for services and identify and report on small, minority and disadvantaged businesses.

QUICK FACTS

Annualized Managed Spend:	\$39,543,000
Job Classifications:	IT, Admin/Clerical
Contractor Count:	417
Vendor Count:	35

COMSYS Solution

After an extensive national search, COMSYS was selected to implement its Vendor Management Services program (vWorx) – the ideal answer to the company's situation – for its combination of people, processes and technology. COMSYS' VMS program coordinated and standardized all activities surrounding contingent staff resources. Our wisdom and experience in managing staffing solutions for major Fortune 500 companies assisted the company in achieving consistency in key processes, savings on spend, improvements in the quality of their vendor contract services and where appropriate, reductions in vendor community complexity, narrowing the field to a defined list of preferred vendors.

Benefits to Our Client

With vWorx, the company achieved its goal of creating a more scalable and flexible approach to managing the swings of IT manpower investments. Of significant benefit were:

- Establishment of more workable vendor selection criteria, allowing in greater equity between small and large firms
- Re-rationalization of the relationship between pay and like positions, for a more competitive rate environment
- Audit and correction of vendor contracts, resulting in uniform compliance





A Blue Cross Blue Shield Resource



Benefits to Our Client (continued)

Additional business results include:

- Soft-dollar savings from Process Efficiencies, equaling approximately 5% of spend
- Re-allocation of client resources to focus on mission critical tasks
- Improved participation of small, minority and disadvantaged business
- Improved budget monitoring and control
- Improved quality of resources
- Single point of contact and accountability for the client and vendors
- Time-saving, automated process from initial input of a requisition to final approval
- Simplified invoicing and payment to suppliers
- Quick and easy access to vast amount of information
- Man-hour savings resulting from resume screening by COMSYS
- Improved contract compliance
- Shortened procurement and fulfillment cycles
- Reduced administrative costs
- Enhanced responsiveness to agencies and suppliers
- Improved spend visibility
- Better supplier intelligence
- Enhanced decision-making capabilities

Benefits to Vendors

- Web-based access to all IT requisitions for all client departments
- Clearly defined job and skill requirements, facilitating a more efficient recruiting and placement process
- Online timekeeping and approval process, with consultant time reporting capability
- Streamlined invoicing and collection process
- Opportunity to capture additional business based on performance and rate structure
- Ability to support other COMSYS accounts in a similar capacity (COMSYS Supplier Network)