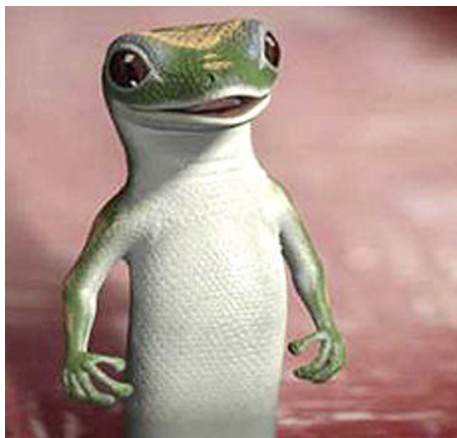## The Client

GEICO (Government Employees Insurance Company) is the fourth largest private-passenger auto insurer in the United States. Founded in 1936 to serve government employees and military personnel, the company is now a subsidiary of Berkshire Hathaway, headed by Warren Buffet. Today, GEICO insures more than 6 million policyholders and 10 million vehicles. How delivering on our promise in one opportunity has grown into a long-lasting, business partnership.

HOW DELIVERING ON OUR PROMISE IN ONE OPPORTUNITY HAS GROWN INTO A LONG-LASTING, BUSINESS PARTNERSHIP.

"Prior to our relationship with Global Technical Talent, we had a number of vendors providing resources to us. Given the results Global Technical Talent has been able to achieve, we have reduced the number of vendors down to two and we look to Global Technical Talent as the primary partner of choice."

— Jess Reed
 Group Vice President &
 Chief Information Officer

The Challenge

Our relationship with GEICO began with a single requisition back in 2001. At the time, Global Technical Talent was just one of more than 100 companies that were all vying for the opportunity to work with GEICO.
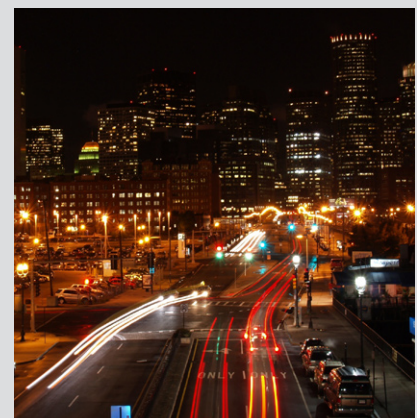
The client had experienced continued difficulty finding candidates for a relatively complicated assignment involving a highly specialized middleware technology application. Several recruitment agencies had made promises to GEICO and then, ultimately, failed to produce. When the position had been open for three months with no success, the client decided to evaluate expert IT consultants recruited for this assignment through Global Technical Talent.

Our Solution

Global Technical Talent's skilled recruiters went to work contacting, interviewing and pre-screening numerous potential candidates among our exclusive resource network database. Then, true to our word, we presented GEICO with three highly qualified candidates within 24 hours. By providing a choice of candidates, all of whom have the required skills for the job, Global Technical Talent gives clients the luxury of selecting the right people based on their commitment to consistently achieve exceptional outcomes, how well they fit the corporate culture, and other attributes besides simply their qualifications.   [over]

Value Added

- Filled over 200 positions in various mission-critical roles within GEICO's IT department, very cost-effectively.

- Surpassed the field of over 100 potential vendors to become one of two preferred partners, and was named Vendor of the Year.

- Provided high-caliber talent, who over the years, has helped the company raise the standards within its IT department.

- Answered specialized project needs, including establishing the client's enterprise data warehousing group.

- Initiated vulnerability testing that enabled the company to mitigate risk while significantly reducing or eliminating outright incidents of customer credit card fraud or identity theft on its e-commerce site.

Our Solution–continued

Since that initial assignment Global Technical Talent has recruited more than 200 IT consultants at GEICO, representing a cross-section of strategically positioned data and network-focused departments. Significant among these were consultants recruited for GEICO's initial migration from DB2 to Oracle and SQL Server and its deployment of JBOSS enterprise middleware from its existing proprietary middleware platform solution. Global Technical Talent consultants also support GEICO's legacy infrastructure and production environment.

Additionally, GTT supported insurance specifics applications like Guidewire—GEICO's underwriting, claims processing and billing solution—which was formerly staffed exclusively by on-site Guidewire personnel and is now being supported by Global Technical Talent consultants experienced with the Java-based insurance industry platform.

Global Technical Talent consultants are not limited to supporting only GEICO's internal facing infrastructure initiatives. Select contractors were also recruited to the company's PCI (Payment Card Industry) project team. These professionals specialize in conducting extensive and dynamic vulnerability testing for the company's e-commerce site, Geico.com. In partnership with select in-house and external resources, these IT security focused professionals collectively assessed the site's vulnerability, enabling GEICO to proactively mitigate risk while significantly reducing or eliminating outright incidents of customer credit card fraud and identity theft.

Global Technical Talent has also supplied expert technical consultants to GEICO's Enterprise Data Warehouse Group, supplying most of the entire team including the director and lead for this mission-critical project. By leveraging best practices and implementing the latest technologies, these individuals were ultimately instrumental in revamping the company's existing enterprise data warehouse.

Global Technical Talent has also applied its recruiting strengths in traditionally non-technical areas of the company, including sourcing CPAs and other financial accountants to monitor, regulate and enforce financial compliance. Concurrently, and on behalf of the internal financial team, other IT professionals sourced from Global Technical Talent support the department's load balancing and capacity planning measures, ensuring optimum scalability as business demand requires.

As a low-cost provider, GEICO must be very cost-efficient in everything the company does, including its hiring practices. Global Technical Talent has established a long track record of success providing high quality talent and still meeting GEICO's tight budgetary requirements. Flexibility is another advantage of working with Global Technical Talent. For GEICO, we fulfill a wide variety of staffing needs, including contract, contract-to-hire, and permanent placement requests. This includes not just IT developers and architects, but also executives in highly visible management positions.

Since winning GEICO's confidence by delivering on our promise on that first project, our relationship has evolved into a true partnership. Global Technical Talent is committed to delivering the best candidates for any position within 24 hours. And we fill those positions with half as many candidates as the industry average. That is a welcome benefit for clients who would rather focus on managing their own departments instead of recruiting.

Positions Filled

Filled over 200 positions Since 2001, Global Technical Talent has placed over 125 people at GEICO, including 20 management-level professionals. Some of the more significant positions include:

- Director of Billing Systems

- Director of Testing & Training

- Director of Enterprise Data Warehouse

- Technical Architects/ Data Architects

- Department Managers

- Project Managers & Project Leaders

- Enterprise Data Warehouse Group

- Sarbanes/Oxley Group

- Several other senior-level design and development positions

By providing the best people possible, Global Technical Talent has steadily helped GEICO raise the quality and capabilities of its internal IT department. In recognition for this service, GEICO bestowed the 2002 Partnership Excellence Award on Global Technical Talent, and invited us to become one of two primary recruitment providers. ■

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