



Privia by SpringCM® Customer Success

TENACITY SOLUTIONS, INC.

TENACITY SOLUTIONS ELIMINATES REVENUE LEAKAGE WITH FAST, PRECISE PROJECT STAFFING

Tenacity Solutions is a small provider of IT services with just under 100 employees and annual revenues of nearly \$25 million. Specializing in Enterprise-Level Information Assurance solutions across IT, Tenacity leverages the unique qualifications of its staff effectively to bid on and win national security contracts. Tenacity's business development personnel must quickly identify individuals who meet specific RFP criteria and provide complete, up-to-date resumes tailored to the project at hand.

Effective resume matching posed a challenge for Tenacity. Fragmented storage and limited search capabilities made it difficult to find individuals who met very specific requirements. The company also lacked the ability to tailor resumes to specific RFPs and missed out on opportunities because bids could not be put forth fast enough.

Tenacity needed a solution beyond HR-centric resume management tools, which do not provide widely distributed repository access, align with business development or allow users to conduct complex, precise searches against attributes such as skills, experience, and certifications. Only a resume management solution designed explicitly to meet the proposal development and staffing needs of government contractors could fit the bill.

RESUME MANAGEMENT: RECRUITING TO PROPOSAL RESPONSE TO EXECUTION

Tenacity was already using Priva by SpringCM for business capture and proposal management. "Privia has been very successful for us," explains Wilmoth. "In evaluating the SpringCM resume management solution, we were impressed with the effort made to understand our business and unique requirements to provide a product that really meets our needs." Wilmoth also cited the open and transparent visibility of the solution, the ability to integrate and automate workflows, and search accuracy.

"SpringCM helps us hit short windows of opportunity and secure additional positions—and revenues—for our company."

MATT WILMOTH
Chief Operating Officer,
Tenacity Solutions, Inc.



Tenacity now relies on SpringCM to support all aspects of resume management—capture, candidate selection, recruiting and staffing—for existing contracts. Business Development can analyze employee certifications, skills, education and experience for upcoming bids. “This helps us understand whether we’re in a position to prime, sub, or make other kinds of arrangements,” Wilmoth explains. In the bid stage, ideal candidates are selected and their resumes are customized to fit the project and the format required in the RFP.

Resumes are then migrated seamlessly to the Privia proposal workspace. The rapid response made possible by SpringCM is especially valuable in task order or backfill/surge scenarios, where turnaround times can be just a few hours. “SpringCM helps us respond to specific requirements and make needed updates and customizations in time to meet the tightest deadlines,” says Wilmoth.

SpringCM Resume Management has value beyond business development to encompass the entire employee lifecycle. HR uses a staffing/recruiting view for visibility into the candidate pipeline to see how new recruits map to opportunities in current contracts and future bids. The company also utilizes remote access capabilities to outsource resume writing and produce consistent resumes that best represent employees.

Program managers seeking to backfill positions and find candidates for new surge opportunities now easily search resumes of employees and recruits that map to requirements within their programs. “In a multi-company team, the quicker you can identify a qualified candidate, the more likely you are to fill the position,” says Wilmoth. “SpringCM helps us hit short windows of opportunity and secure additional positions—and revenues—for our company.”

EFFECTIVE BUSINESS CAPTURE

Wilmoth expects the SpringCM Resume Management solution to deliver a significant bottom-line impact by improving resumes and bid quality while reducing turnaround times. “Over the course of a year, we might have five to ten near-misses on opportunities to pursue a contract or staff a position simply because we can’t pursue them quickly and effectively enough—something we refer to as ‘revenue leakage,’ ” he explains. “We’re confident that SpringCM will help us capture at least half of those opportunities each year—for an estimated \$2.5 million in additional annual revenue.”

SpringCM brings new productivity and efficiency to Tenacity’s resume management processes. Information is available to the people who need it, when they need it, from any location. Direct access and easy-to-use search saves at least one hour per resume. Custom formatting eliminates manual work and saves two hours per resume.

“My responsibility is to make sure we effectively capture new business, build a recruit pipeline to staff that new business, and provide service delivery to execute on the contracts we have,” says Wilmoth. “SpringCM Resume Management is the best tool we’ve found that allows us to thread through all those needs.”

BENEFITS

- Tenacity can pursue and staff new opportunities quickly and effectively, capturing otherwise missed opportunities—an estimated 2.5M annually
- Generating higher-quality resumes and bids in shorter turnaround times, helps the company meet tight deadlines

IMPLEMENTATION HIGHLIGHTS

- SpringCM’s solution supports strategic analysis and proposal development
- Operations and recruiting staff use SpringCM to analyze the candidate pipeline and map recruits to current and prospective contracts
- Program managers optimize service delivery by using SpringCM to backfill positions and find candidates for new surge opportunities



ABOUT SPRINGCM

SpringCM is the recognized market leader in enterprise-class cloud platforms for managing content and business processes. SpringCM’s affordable, rapidly deployable solutions enable organizations of all kinds to address their most critical Enterprise Content Management (ECM) and Business Process Management (BPM) challenges. SpringCM’s solutions are trusted by customers such as the Department of Energy, Comcast, and Siemens. SpringCM partners include salesforce.com, Microsoft, and Ricoh.com.

For more information, please email: sales@springcm.com or call 877.362.7273.

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