

CASE STUDY: MATRIX



Headquartered in Atlanta, Matrix has been specializing in IT staffing for three decades. With 12 locations across the U.S., it brings a true Agile perspective to technology staffing and solutions, in order to adjust more nimbly to changing needs and deliver results faster and in ways that work better for both clients and candidates.

THE NEED

BRING ORDER TO DISORDER

Like most staffing firms, Matrix had no program in place to manage third-party vendors. Relationships were haphazard, and every minute spent on vendor communications distracted staff from revenue-generating activities. In fact, Matrix was on the verge of losing a key client because it could not effectively rally its supplier network to meet client needs. “We have a terrific team of recruiters,” said Justin Thomason, director of recruiting for Matrix, “but each was tasked with managing supplier relationships at the individual desk level. That was neither disciplined nor efficient.”

THE SOLUTION

EFFICIENCY DELIVERED, TRANSPARENCY ACHIEVED AND PROFITABILITY ACCELERATED

With a goal to more effectively leverage third-party relationships, Matrix launched an iLabor pilot in Dallas and San Francisco that quickly expanded across the country to encompass 100% of the firm’s third-party spend. “The fact that iLabor had already partnered with us in prior engagements upped an already high comfort level for us, reinforced by a very easy and seamless integration,” said Thomason.

“iLabor provides us with a really excellent tool to grow our business, provide better service to our customers and do it in a way that is efficient, cost effective and profitable. In the past, we sometimes missed opportunities. Now we capture all job orders and send them to our third-party vendors, some of whom came to our attention through iLabor. These introductions to new partners were a pleasant—and profitable—surprise.”

[MORE >>>](#)

ABOUT ILABOR

iLabor is a technology solution that streamlines the candidate supply chain and process for growing staffing firms and critical suppliers in their ecosystem.

TESTIMONIAL

“iLabor makes you a better partner to your third-party suppliers, a better provider to your clients and a better job source to your candidates. Frankly, I don’t really want anyone else to know about iLabor, because then we would lose our competitive advantage.”

- Justin Thomason
Director of Recruiting
Matrix

CONTACT US

ILABORNETWORK.COM

As the only system 100% dedicated to vendor channel optimization for the staffing industry, the iLabor system transforms third-party supplier relationships from transactional to transparent and trusted. As a result, supply partners now view Matrix more strategically. With iLabor360, vendors can clearly see where they stand on any given requirement at any time. It gives suppliers the ability to see immediate feedback on performance and track candidates through the entire hiring cycle. While enterprise-wide rate compliance has had a positive impact on Matrix profitability, visibility into pay rates also has prompted vendors to offer Matrix more competitive rates. According to Thomason, “iLabor allows us to truly partner with our best vendors, leveraging relationships across the entire nation and expanding our ability to grow.”

THE RESULTS

A RIGHTEOUS RESCUE PLUS A HEROIC ACCOUNT SAVE

“We went from an inconsistent, disordered, compliance nightmare to a streamlined, efficient, agile system that points our vendors to where they can make the biggest impact on any given day,” said Thomason. “In fact, iLabor literally saved one of our biggest accounts by transforming our ability to meet client needs.” That critically important client is one of the world’s largest airlines. Matrix was hovering near the bottom of 14 tier 1 vendors with only a 50% response rate. iLabor helped it jump to number 3 overall in less than six months, delivering well over a 90% response rate, with candidates submitted at greater speed than almost every other vendor.

THE OUTLOOK

BETTER PARTNER, BETTER PROFITABILITY, BEST-KEPT SECRET

Thomason summed up the value iLabor delivers this way: “iLabor makes you a better partner to your third-party suppliers, a better provider to your clients and a better job source to your candidates. Frankly, I don’t really want anyone else to know about iLabor, because then we would lose our competitive advantage.”

“iLabor allows us to truly partner with our best vendors, leveraging relationships across the entire nation and expanding our ability to grow.”

