

# IT Staff Augmentation for Payment Services Company

## PROJECT DETAILS

 Staff Augmentation

 May 2022 - Jul 2022

 \$10,000 to \$49,999

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*"I liked the leadership, flexibility, and commitment to retaining people with a profoundly human touch."*

## PROJECT SUMMARY

In need of supporting staff, a payment services company collaborated with Connex. The team deployed technical engineers with excellent industry knowledge across the US market for system updates and data entry.

## PROJECT FEEDBACK

Connex's developers were trained, effective, productive, and engaged throughout the engagement. They maintained solid communication and excellently led the project. Overall, their patience and customer-driven approach were the highlights of the collaboration.



## The Client

Please describe your company and your position there.

Simpay-Alpha Card is a payments company providing merchant services for small and medium-sized businesses in North America. I am the Chief Operating Officer.

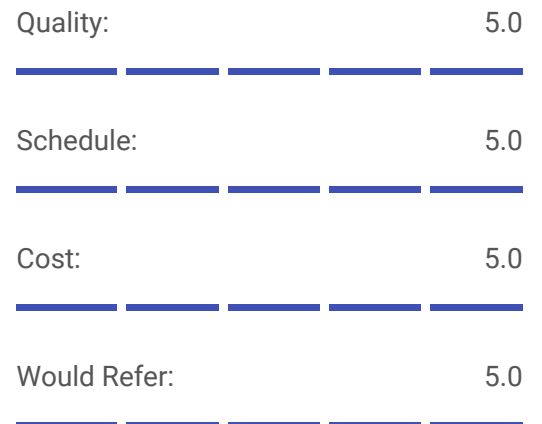
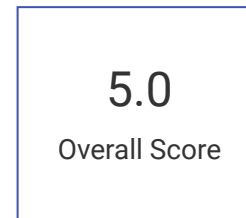
- COO, Simpay
- Financial services
- Trevese, Pennsylvania

## The Challenge

For what projects/services did your company hire Connex ?

We have numerous systems that need updating, and processes that are subjected to surges in workloads. We needed people who could update systems and follow processes. Most of the work is a step above data entry, as some critical thinking is required, and knowledge of the U.S. payments industry can help.

### CLIENT RATING



## The Approach

How did you select this agency and what were the deciding factors?

Engaging approach, in which the right questions were asked to ensure the right people and solutions were found. Alignment with our core values and focus on people was a game changer. I liked the leadership, flexibility, and commitment to retaining people with a profoundly human touch.

Describe the project in detail and walk through the stages of the project.

They provided the steps, details and the 'how to.'

Describe the recruitment process in detail.

We leveraged our job descriptions; they asked questions, presented candidates. and got a feel for the types of candidates.

## The Outcome

Can you share any outcomes from the engagement that demonstrate progress or success?

Personnel are trained, effective, productive and engaged!

How effective was the workflow between your team and theirs?

ConnexGlobal was more on the ball then we were. We had excellent back and forth communication. Again, we followed the lead the showed us.

What did you find most impressive or unique about this company?

Entrepreneurial, patient, people-focused, steady, with great values.



## Are there any areas for improvement or something they could have done differently?

We were the weak link. Maybe a little more 'what if' scenarios on the IT front, but all things considered, we are mega conservative and just took the slowest and most cautious approach to the IT connection/

