

THE GUIDE TO

Evaluating the Performance of Tech Talent Provider

Practical advice on how to determine if your staff augmentation partners are bringing enough value to your business.



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There are more openings than candidates in the technology industry. At the same time, amid the fluctuating inflation, the market is less predictable.

The current economic situation calls for staffing solutions that are flexible and effective.

With the right provider staff augmentation can be the best answer to your personnel requirements: it allows you to secure the workforce you need and remain flexible.

This guide will help you set, verify or refine key aspects you should consider when selecting a talent provider and evaluating their performance.

We share practical advice on how to establish if they follow the best practices and perform according to industry standards.

This guide consists of:

- Initial selection criteria for choosing your talent provider
- Comprehensive list of performance evaluation aspects
- Explanation on how to use those aspects to your advantage
- Analysis of why those things matter to your business

The labor shortage was one of the major disruptions in 2022, which created an urgent need for organizations to review their hiring strategies.

The global talent shortage is due to many factors.

For one, the pandemic escalated the pace of digital transformation, exponentially increasing the demand for staff to build and handle digital solutions. Another factor is the Great Resignation causing additional disruption in the talent supply.

The talent shortage is particularly challenging for small and medium companies in the technology industry. The increased competition for candidates is the most prominent business disrupter. It puts their projects at risk and might result in lower revenues.

To deal with the situation, the US tech companies are turning to different talent sourcing strategies like upskilling their workforce. But most of these strategies take time, and the businesses need the talent now.

Some are choosing to outsource, looking for a cooperation type that makes most sense for them.

IT staff augmentation is an outsourcing model that comes with significant benefits. It gives a full control over the project development while eliminating the additional cost of hiring directly.

It can result in faster time to fill, allowing more focus on core business activities, generating revenue, and providing an outstanding customer experience.

Like in any outsourcing, there are several risk factors associated. In IT staff augmentation, you lose part of the control over identifying and vetting the talent. The speed of the recruitment process and the success of your project partially depend on the provider's efficiency and their ability to provide quality candidates.

Part 1

Choosing the right tech talent provider: key selection criteria

When looking for a talent provider, it is tricky to determine how well they will perform because most things become apparent during cooperation.

If you want to prevent or minimize the potential friction, consider those two main aspects before you start working together.



First aspect: **shared background**

If the talent provider comes from your industry, they speak your language – and understand the mindset of the candidate you are looking for.

Filling technical positions is a unique challenge. When looking for a talent provider, you should consider their experience in sourcing tech talent and how well they understand the technology industry.

The best providers come from the same industry - they know how to address and attract tech talent, can speak their language, and understand the nuances.

They know how to use valid, comprehensive, and rounded criteria to identify and evaluate top candidates for your openings.



Second aspect: small or medium company with a proven track-record

You can expect a more customized experience from a provider that is small or medium size company. A proven track record confirms their ability to deliver.

Your business is unique and needs enough attention.

Sometimes a large talent solution provider has inflexible, corporate procedures, things get lost. The headcount of the company is perhaps a less obvious factor to think about when selecting staffing partner, but still an important one.

One of the reasons for unsuccessful cooperation with talent providers is that they have many clients and are simply unable to accommodate all of them on the same level.

But you also need to be sure that you will get the candidate you are looking for and things will be taken care of. If you think

consider with a smaller provider, ask about their cooperation with other clients to confirm that they can take care of your request.

Working with a small or medium provider with proven experience gives you the necessary attention and commitment. People are informed and in the loop. They know your name and can immediately identify your project.

At the same time, they have experience, processes, and an ownership mindset that will guarantee you are all on the same page.

Part 2

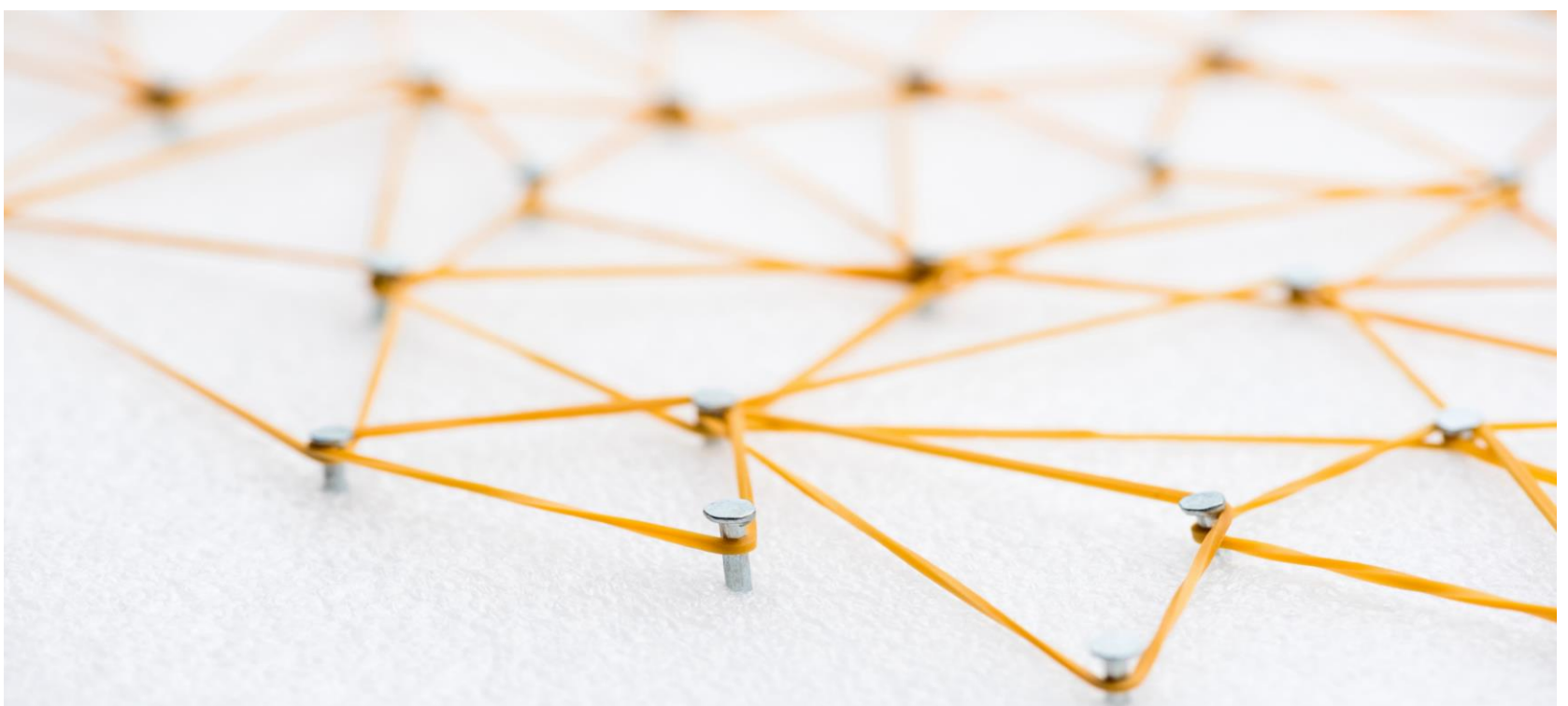
How to evaluate the performance of tech talent providers

When you work with a talent provider, you not only want to avoid risks but also derive maximum value from your cooperation.

We prepared an elaborated list of evaluation aspects you can use to meticulously assess their performance. This list will help you determine how committed they are, and if this collaboration is adding enough value to your project and to your organization.

We broke down each evaluation aspect into three parts:

1. A name of the aspect with a brief description
2. Specification of the expected result, behavior or performance
3. Explanation why and how those things matter to your organization



Not working yet with a talent provider?

You can easily turn this performance evaluation list into a selection criteria checklist.

Simply ask them about their approach and processes in each aspect and use the content in the second point as a benchmark to assess their answers.



Phase 1: Looking for a candidate

Evaluation aspect	Description
Time to present the candidate	How much time passes from the moment your talent provider receives an official, completed request until the suitable candidate is presented to you?
The relevance of the experience and skills of the candidate	How close are the skills and experience of the presented candidate to the initial requirements?
Background and skills verification	Do they vet the candidate in detail and confirms the information about their skills and experience?
Operational transparency	How visible is the work the talent provider does on your behalf and how clear are the terms of your cooperation?
Quality and frequency of communication	How much time it takes them to respond to your emails and enquiries? Are your requests being answered accurately?
Tech industry experience and expertise	Does your talent provider have knowledge and experience in the technology for which you need a candidate?
Commitment to finding best candidate	Do they invest additional effort into identifying all your needs and finding the best matching candidate?

Phase 2: After the candidate was hired for the project

Evaluation aspect	Description
Support with onboarding	Does your provider offer support with the onboarding activities?
Providing candidates who can perform their duties with minimum training	How much training does a candidate need to start performing?
The mindset and the attitude	Does the new hire display an open-minded attitude and commitment to their work?
Satisfaction monitoring	Does your provider monitor if the hired candidate is aligned with your working structure and culture, and if all parties are satisfied?
How fast do they provide replacement	Do they take responsibility for substituting the person in case of emergency or resignation?

Phase 1:

Looking for
a candidate



Now let's take a closer look at each of the aspects, set a benchmark for tech talent provider performance and analyze how it matters to your business.

1 Time to present the candidate

- The time-to-fill or time-to-hire are not metrics you can use to evaluate your talent provider. But you can measure how much time they need from the moment you share with them the requirements until they present you with the matching profile. Depending on the role, it should take between 2 to maximum of 6 weeks.
- Knowing your provider operates within this timeframe allows you to better plan your hiring activities on the side of your HR team (interviews, internal technical evaluation). It also allows more accurate planning for the project the candidate is hired for. Additionally, when roles are filled more quickly your business continues to perform without friction.

2 The relevance of the experience and skills of the candidate

- You can evaluate the performance of your talent provider by looking at the gap between the position requirements and actual skillset of presented candidate. Presenting a candidate whose skills and experience match your request is not an easy task and it is an indicator of a job well done. At the same time presenting a candidate who lacks the critical skills you've requested is a warning sign, especially if it happens repeatedly.
- Having the right people for the project influences the collaboration of the rest of the team and, by extension, the success of the project. Sourcing candidates who meet your requirements and have the desired combination of hard and soft skills takes time and requires more effort. You want a partner who provides the people your project and team need.

As you formulate the acceptance criteria for each role, you can also use them to evaluate the performance of your talent provider.

3 Background and skills verification

- Sadly, the lies or exaggerations in CVs are still common. A good talent provider will check the candidate's identity and overall credibility before presenting you with their profile. To evaluate their performance in that aspect, you can ask your provider if and how they vetted the candidate. You can also measure this aspect by the number of times your HR team has identified an untrue statement in the CV of the presented candidate.
- If your provider approaches the matter of skills and experience verification seriously, it can prevent you from investing time into interviewing the candidate only to discover they provided misleading information about their skills or experience. If the candidate is thoroughly vetted before the project starts, you avoid a situation when a lack of crucial skills comes up during the project, putting its success at risk.

4 Quality and frequency of communication

- You know you are working with a serious partner if you get your emails and other enquiries answered – but also if they proactively provide information, follow-up with you and ask additional questions when necessary.
- Having a good communication with your talent provider helps avoid unnecessary loss of time and ensures that your requirements are well understood and met.

5 Operational transparency

- If your talent provider operates in a transparent manner, it shows in many ways. First, they ask for additional information to make sure they understood what you need, as opposed to saying “yes” to everything you request. They state their promises clearly and without exaggeration, and you always have visibility on their progress. You always have clarity on fees, and their scope of responsibility is well-defined for different scenarios.
- Having a talent provider who operates transparently is important because in case of any doubt it is always clear who is responsible for what, you minimize risk, and it is easier to respond to challenging situations; you do not risk ending up with conditions that are not favorable for your business. It also translates to them being upfront with the candidate, minimizing the risk of misunderstanding and conflict.

Operational transparency gives your business the necessary protection against misconduct like having your requests further outsourced without your knowledge.

6 Tech industry experience and expertise

- You know you are working with a provider who has the necessary knowledge and experience if they have no trouble understanding the tech requirements and are conducting a multi-level assessment of a candidate's technical skills.
- Working with an experienced company that has the necessary industry knowledge increases the chances of getting the right talent faster, decreases the time spent on clarifications and a risk of not getting the right tech skill set. .

7 Commitment to finding best-fitting candidate

- Not everything makes it to the formal job description. A good talent provider will pay extra attention to your business needs and the project at hand. How can you know if they take this into account? They ask additional questions about your company, and project methodology, they make a psychological assessment of the candidate, etc.
- If your talent provider pays extra attention to the alignment between your business / team / project and the candidate, it increases the chance that you will be satisfied with the job provided by the candidate and that they will be productive and motivated and stay in the position.



Phase 2:

After the candidate
is hired

1 Support with client onboarding

- Onboarding a new employee has a steep learning curve. An engaged talent provider can add value to your onboarding process, and that's the type of partner you want to work with. They can do that by asking and confirming if the hired person received all the necessary access and credentials, if they know who their points of contact are in case of different events.
- Additional support during the onboarding can help successful introduction and allows to kick-start the project. It enables smooth transition into the role which is one of the key factors contributing to good performance.

2 Providing staff who can perform their duties with minimum training

- How much time a person needs to get up to speed and start performing is an indicator of how well the talent provider did their job of finding the right candidate and supporting them with the onboarding and introduction. You can measure this aspect by estimating the time the person needed to start working independently and comparing it to the amount of time you usually give to a new hire in a similar role.
- The faster the person can become independent, the faster they can start adding value to the project. It also frees the capacity of other team members, assigned to train them.

3 The mindset and the attitude

- In the staff augmentation model the talent provider is not responsible for the performance of the candidate BUT they can still influence the positive outcome by making sure the provided candidate has the right mindset. You can assess your talent provider's performance in this aspect by evaluating the flexibility, commitment, and work consistency of the hired candidate.
- The right mindset is an element inseparably connected to the person's overall performance and productivity, which you obviously want to be on a high level. But it also has the influence on the other team members. When people display the right attitude, there is less friction and conflicts, and the work quality and efficiency improves.

How well the candidate will integrate with your team partially depends on their mindset. A good talent provider takes soft skills and personal traits into account and looks for the best match.

4 Satisfaction monitoring

- Does your talent provider monitor your satisfaction with the hired candidate's overall performance and the quality of their work? If yes, how regular and formalized is it? Do they just ask, or run a survey? You can tell that your partner cares about your cooperation if they regularly check up with you and the candidate, gathering information in an organized manner.
- The desired outcome is when all the stakeholders are satisfied with the job: you and the candidate, but also your project manager and the rest of the team members. The talent provider is in a unique position to look at issues with more objectivity and detect early signals that something might go wrong and help prevent it or stop it from escalating.

You can tell that your talent provider cares about your cooperation if they regularly check up with you and the candidate, gathering feedback in a regular and organized manner.

5 How fast do they provide replacement

- Sometimes the person contracted cannot perform their duties due to an unforeseeable event or an emergency. The talent provider should assume responsibility and provide a replacement in the same or less time it took them to source the first candidate.
- Once the project is up and running, you need to be able to count on your people. And you need to know what's a backup plan. It means that if something goes wrong, you know what response and timeframe you can expect from your talent provider. It allows you to plan more precisely if a disruption happens.

There are many ways in which providers can differentiate themselves. Use those evaluation aspects to set your expectations and look for a talent provider that can deliver on them.



Final thoughts

Why those things matter to your business

Small and medium-sized companies in the technology industry are particularly hard hit by the tech talent shortage.

They compete for the talent that is typically already employed and have fewer resources to draw from than the biggest industry players.

Turning to IT staff augmentation can be a solution, but it opens them up to a new set of risks.

Knowing how to approach the talent provider selection, what to pay attention to evaluate their performance or how to set the expectations when starting the collaboration can help minimize these risks.

This way, you do not have to trade quality for speed.

This knowledge can help you select the provider that will be concerned not only about the specific assignment but about the project's success. They will do their best to stay in the loop and help monitor satisfaction. They will become an additional muscle that frees your internal resources so they can focus on delivering more value to your customers.



Select tech talent providers and shape your partnerships consciously to move your business forward.

Key takeaways:

1. Look for a technology industry expert with experience in tech recruitment
2. Confirm that your business is their priority, and they are committed to delivering outstanding customer experience to you
3. Search for a talent provider who will be accompanying you throughout the whole candidate journey
4. Choose a company that sees their role as your strategic partner rather than just a candidate provider

At Bertoni Solutions we have been successfully placing outstanding tech talent from LATAM in the US technology companies.

In our IT staff augmentation service delivery, we follow the highest standards and best practices. Contact us to find out more.

Thank you!

Speak to one of our specialists to understand how we can help you.

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ABOUT US



Translating technology into your success

This guide is delivered to you by Bertoni Solutions. We are a remote technology consulting company offering digital transformation, software engineering, and IT staff augmentation services since 2016.

We work with various technology companies in the US, LATAM, and DACH regions. We listen to their stories and learn about their challenges connected to the increasing demand for delivering and maintaining digital infrastructures.

Our senior IT recruiters combined their understanding of the difficulties the US technology companies face regarding talent sourcing with their extensive experience delivering staff augmentation services.

Whether you are already working with a talent provider or considering starting to work with one, we hope this guide will serve as a point of reference for evaluating their performance.



