

# Sapphire in the news - Woburn, MA 09.28.10

Sapphire was recognized on Inavero's "Best of Staffing" distinction list for candidate satisfaction, with a net promoter score of 49.9% (industry average 22%).

## Sapphire Awarded "Best of Staffing 2010" Distinction for Overall Candidate Satisfaction

Sapphire Technologies, a leading provider of innovative IT staffing solutions, has been recognized on the "Best of Staffing 2010" list for achieving extraordinarily high level of candidate satisfaction. The list is published by Inavero, a research firm focused on client and job candidate satisfaction surveys for professional service firms. It is the nation's only candidate satisfaction award that recognizes staffing and recruiting firms that provide exceptional service to their talent. Out of more than 6,000 staffing firms in North America, only 28 firms (less than 1 percent) are recognized on the list.

President of Sapphire Technologies, Bob Dickey, credits much of the company's success to the relationship between the internal and external communities. "I believe attaining this award is a direct reflection of our commitment to our candidate population," he stated. "Not only is communication imperative during the job search process, but also while our talent is actively on assignment. In addition, it is important to ensure our candidates feel we are a true partner in advancing their careers. I am thrilled that this independent research validates we have been successful on both fronts."

The 2010 Best of Staffing winners surpassed the rest of the industry players in candidate satisfaction. The list was based on more than 30,000 responses from consultants who have been placed by staffing firms around the country using the Net Promoter Score (NPS) methodology made famous by author and former Bain consultant, Fred Reichheld. Sapphire's score more than doubled the staffing industry average.

## About Sapphire Technologies

Sapphire Technologies, a Randstad company, is the world's leading provider of innovative IT staffing solutions. Since 1984, Sapphire has helped connect top talent with top companies around the globe or around the corner. Ranked among the top 10 largest IT staffing companies in the United States, six years running, Sapphire provides customized solutions for both public and private corporations. With a core of IT staff augmentation, Sapphire Technologies also provides distinct, complementary services: Permanent IT staffing; Project Services through our Sapphire Solutions division; and an ERP Practice with our B2B Workforce partner. Sapphire's focus on, and delivery to, our clients positions us as a unique IT services vendor unlike any other in today's marketplace. For more information, visit [www.sapphire.com](http://www.sapphire.com).

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Randstad provides skills assessments, career counseling, training, health coverage, paid vacation and 401(k) matching contributions to eligible internal and external employees. With its 3300 employment experts, Randstad puts an average of 50,000 people to work in the U.S. each week through its network of more than 600 branches and client-dedicated locations.

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