

Sapphire in the news - Woburn, MA 03.04.11

Sapphire was recognized on Inavero's "Best of Staffing" distinction list for client satisfaction, with a net promoter score of 63.7%, nearly twice as high as the average staffing industry rating of 33%.

Sapphire Awarded "Best of Staffing 2011" Distinction for Overall Client Satisfaction

Sapphire Technologies, a leading provider of innovative IT staffing solutions, has been recognized on the Inavero "Best of Staffing 2011" list for achieving extraordinarily high level of client satisfaction. Inavero's Best of Staffing program is designed to recognize staffing firms who provide exceptional levels of service to their clients. More than 26,000 clients of North American staffing firms rated their satisfaction with their staffing firm relationship. When the dust settled, less than one percent of all staffing firms were named to the list. The Best of Staffing award is the only one of its kind and the largest client satisfaction survey for the staffing industry in North America.

President of Sapphire Technologies, Bob Dickey, credits much of this reward to Sapphire's dedicated employees. "Awards like "The Best of Staffing" continue to set Sapphire apart from our competitors and reconfirm what we've strived for... that our clients view us as their "one total IT solutions provider". To have our efforts recognized by our clients is very rewarding. We are consistently given high marks for our ability to partner with our clients, be responsive, and provide extensive knowledge of our clients' industries and organizational needs. To this end, this award is a testament to Sapphire's employees who are truly the foundation of our company and the people with whom our clients resonate.

The 2011 Best of Staffing list was compiled using the Net Promoter Score (NPS) methodology made famous by author and former Bain consultant, Fred Reichheld. Sapphire's score of 63.7% was nearly twice as high as the average staffing industry rating of 33%.

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.

About Randstad

Randstad is a wholly owned subsidiary of Randstad Holding nv, a \$18.8 billion global provider of professional employment services and the second largest staffing organization in the world. Randstad fulfills all aspects of commercial and professional staffing for local and global customers. Services include temporary, permanent, and outsourced placement within Accounting & Finance, Engineering, Healthcare, Industrial, IT, Legal, Life Sciences, and Office. Other offerings include payrolling, managed services, recruitment process outsourcing and HR consulting solutions.

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. For more information, visit the company's website at www.randstadusa.com. Investment information is available at www.randstad.com.

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