



CustomStaff+ - is Custom Computer Specialists' support service that supplements your existing technical staff. It features some of the finest information technology professionals who combine deep technical skills, solid business skills, and extraordinary customer service skills.

These proven professionals are all Custom employees, not contractors, who have undergone an extremely rigorous and comprehensive pre-employment screening process which includes: technical interviews and testing, detailed background checks inclusive of criminal, credit and drug screening, comprehensive personal and business reference checks, and at least two management interviews for a final determination on the "Custom Fit".

Further, all personnel that are assigned full-time to client facilities are required to have previous experience working in one of Custom's four Service Delivery divisions. Eligibility for a full-time on-site staff assignment is by invitation only and requires an excellent performance appraisal, a demonstrated history of outstanding customer service, and a formal written endorsement by the candidate's current manager.

Eligible candidates are then hand selected for each client's specific requirements and environment. It is this rigorous and time tested selection process, that ensures our people "fit" into the client environment and quickly become integral to both the day-to-day tactical support as well as the long range strategic IT vision.

Our selection process ensures "fit"; our people ensure success.

CustomStaff+ personnel accomplish more in a single day than our clients ever thought possible. They are all highly trained, technically proficient professionals who are extremely independent, motivated, and quite adept at multitasking. Other firms have great people; we have the best people.

Over the last twelve years, Custom has enjoyed over a 98% renewal of all CustomStaff+ clients. Simply stated, CustomStaff+ personnel do more!

In addition to world-class personnel, the CustomStaff+ offering also includes:
Dedicated Service Delivery Management – Custom assigns a service delivery manager to all of our CustomStaff+ personnel. These managers are all very experienced in the delivery of support and are certified by such organizations as the Help Desk and Project Management Institutes. They are keenly aware of industry best practices, they know what's working for other clients, and they regularly assist in the creation of support strategies for our clients. Equally important, is the role these managers play in ensuring that our full-time on-site personnel receive the vision, tools, on-going training, and support they need to continue to provide superior service. Unlike many outsource/staffing arrangements, our people don't get more comfortable with time; they get better.



Full Backup and Gap Coverage – Included within our solutions, Custom provides fully trained backup individuals who have been acclimated to the specific client environment. This service is provided to ensure seamless support during any period that the assigned full-time resource is unavailable. Although this service is typically used to cover vacation and illness, it proves to be invaluable when the assigned resource is unexpectedly unavailable for an extended period of time. This service provides our clients with the assurance that there will be no learning curve and therefore no disruption to their end-user community. Further it effectively removes all of the recruiting costs and management burden from the client.

Advanced Technical Support – All CustomStaff+ personnel are supported by Custom’s On-Call services team. This team provides a focal point for on-site personnel and allows quick and efficient access to Custom’s more than 200 technical personnel and vast network of IT resources. This support enables on-site personnel to take on specialized IT projects that would typically require external fee based services. The savings provided by this service can be significant, as it is not unusual for a client to save as much as 50% of the annual CustomStaff+ fee on projects that can now be done internally. In addition, Custom’s On-Call services team ensures that on-site personnel can get the help they need quickly in order to provide faster resolution to any client support issues.

Full Access to Product and Parts Logistics – Custom is fully authorized to sell the products and provide necessary replacement parts for virtually every leading information technology manufacturer and as such has access to information not readily available to the general marketplace. In addition these capabilities allow clients to tailor a support program to their particular needs through the provisioning of spare parts and loaner equipment. Further, as an authorized reseller and service provider, Custom can take full advantage of all manufacturer warranty programs and we pass these savings back to the client.

Corporate Support – CustomStaff+ clients automatically receive the full benefits and backing of Custom. Now celebrating our 26th year in business, Custom has built its reputation on doing whatever it takes, whenever it takes it for our clients. With over 300+ local personnel, a facility that will soon be expanded to 72,000 square feet, and a rock-solid financial foundation, Custom has the flexibility and capability to support the needs of our clients. From high-end consulting expertise to rapid and/or large-scale deployments, to peak demand period coverage, to rapid response for emergency situations, Custom has always been there for our clients and we can be there for you.

CustomStaff+ is not just “staffing”, it’s the best staff; who are expertly cared for, supported, and backed by a large financially stable organization that is committed to doing the job better than you ever thought possible.