

JBA Corporate FAQ



JBA International, LLC

1192 No. Lake Avenue
Pasadena, CA 91104
800-500-4942

Contact: Rebecca Davis, Vice President
rebecca.davis@jbai.com

Company Overview:	Response
<p>Who are JBA's competitors? And how do you differ from the other staffing agencies?</p>	<p>Key competitors are other companies in the staffing industry that focus on IT for staff augmentation, direct hire, and project solutions. According to the National Association of Personnel Services there are over 30,000 staffing agencies in the United States and only 7,000 have been in business for over a year. JBA has enjoyed over 20 years of providing contract consultants to companies across all industries.</p> <p>JBA differentiates itself by the level and types of services we offer our valued clients. This includes below market rates through streamlined operations, 24/7 recruiting, candidate technical interviews, outplacement services, and courtesy technology seminars.</p> <p>JBA is managed by a world class team culled from corporate IT and Big 4 (Ernst & Young, PwC, Deloitte and KPMG) experience, including "like" technical investments for our major accounts. All of our recruiters and account managers have IT experience and college degrees.</p>
<p>What types of Human Resource Services do you offer?</p>	<p>We provide IT contract consultants, direct hire, contract-to-perm, and project solutions with a focus on:</p> <ul style="list-style-type: none"> - Business Intelligence - Application Development - Quality Assurance Testing - Project Management - Program Management - CRM (Chordiant) - ERP (SAP, PeopleSoft, Oracle) - SAS - Help Desk Support
<p>What are the biggest challenges and opportunities facing your firm today?</p>	<p>JBA has continued to grow, despite the economy, and has exceeded our 2008 and Q1/2009 revenue expectations. We have always been profitable due to our streamlined operations and ability to effectively manage costs. JBA has no debt and is in a unique position to both invest and grow while a number of our competitors are in survival mode.</p> <p>Our greatest opportunity is to leverage our existing client base with additional valued added services that help them meet their business needs. In addition to growing into other markets that can utilize our services. Our challenges are also our greatest opportunities which is to become a formidable business partner to the healthcare industry while maintaining costs.</p>
<p>What is the legal form of your business? What is your Diversity Status?</p>	<p>JBA International is an LLC. Our diversity status is Woman Owned (WBENC).</p>
<p>What is the current ownership of your organization?</p>	<p>Privately-held.</p>

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How is the company financed?	JBA currently carries no debt and has available bank credit lines and reserves. Note: bank credit lines have not been reduced like many other companies due to the current economic times. Our long-term relationship with our banking partners remains strong.
Where is your company Headquartered? How many offices do you have?	Headquartered in the business district of Pasadena, California with offices also in Maryland, Ohio, and India.
What is the headcount of your internal staff?	50 excluding contract consultants on staff.
Staff Augmentation Overview:	Response
Do you have a unique product or service offering?	In addition to providing IT Staff Augmentation, direct hire, and project solutions, JBA has developed a strong consulting practice in the following areas: <ul style="list-style-type: none">- Application Development- Application Testing- Business Intelligence- Data Warehousing- CRM (Choridant)- SAP- Quality Assurance- Program Management
Please outline your firms Core Competencies	JBA's core competence includes the business practices outlined above in addition to (but not limited) the following: <ul style="list-style-type: none">- Business Analyst- Project Management- Application Development- Testing- Training including Instructional Writers and Trainers- Help Desk Support- Program Management- ERP (SAP)- Oracle/PeopleSoft- SAS- DB2- Oracle- SQL- MVS/TSO including COBOL programmers

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Describe your MSP/VMS partnerships	The Team assigned to the account has extensive experience working with clients and their MSP and VMS systems. Specifically, Adecco (MSP) and Taleo, Beeline (formerly Chimes) and Fieldglass (VMS).
How do you manage your success working with Vendor Managed Accounts?	<p>JBA currently enjoys a 97% fill rate for all of our open job orders. We manage the success of a MSP/VMS system using the following metrics:</p> <ul style="list-style-type: none">- Response time (job posting and 1st candidate submission time)- Number of qualified candidates in database- Number of qualified candidates presented from external sources e.g., job board- Number of candidates submitted- Number of candidates granted phone interview- Number of candidates granted face-to-face interview- Number of placed candidates- Number of candidates declined <p>This information is reviewed weekly by the Account Management team to manage the job fulfillment process and monthly by JBA senior management to gauge performance, trends and forecast staffing needs.</p>
Do you track activity ratios? (i.e.: submittals, position openings, interviews)	<p>Yes. JBA manages and tracks its activity ratios on the following numbers. Please note the abbreviations in parenthesis reflects the terminology commonly used by the staffing industry:</p> <ul style="list-style-type: none">- Number of candidates interviewed (NAI)- Job orders (JO) received- JO's filled- Days JO outstanding- Candidate submittals- Candidates rejected by client- No client response to submission- Interviews phone (PCAI) and face-to-face (CAI)- Placements- Fallouts/Client Termination- Conversions- Client visits (CV)- Visit to contract consultant (on site) by the Account Manager (PAL)
Staffing Model:	Response

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Describe your Recruiting Model	<p>Job orders will be assigned to the dedicated recruiter(s) on the account team. This model works well for our clients because the recruiter(s) is familiar with the technology, requirements and soft skills needed to fill the position. In essence, this model flattens the learning curve and enables us to deliver quality candidates to our clients faster. We also have a unique 24/7 recruiting model that allows us to search for candidates on a continuous basis and quickly present qualified candidates.</p> <p>Our candidates are sourced from our rich database. If we are not able to source candidates from our internal proprietary database we will recruit from a variety of other sources including referrals, networking events, and the job boards.</p>
How many Recruiters do you have? Where are they located?	Four recruiters located in Pasadena, CA and 10 (ten) additional recruiters in India.
What is your current Active Contractor Headcount? What is the breakout of headcount by Service Offering (Staff Augmentation, Consulting Services, etc.)?	76% Staff Augmentation 24% Consulting Services
Do you partner with Sub-Suppliers?	Our staffing has evolved to the place where we have no need to partner with sub-suppliers. The small fraction of sub-suppliers that we currently have on staff have been with us for five (5) years. In those rare incidents that we do need to utilize our sub supplier's talent base, we provide full disclosure of doing so to our clients.
Describe your candidate screening process?	<p>Candidates are first screened by our recruiters for:</p> <ul style="list-style-type: none">- Accuracy and quality of resume- Technical skills assessment- Soft skills (communication, confidence, interpersonal, etc.) <p>In addition, we also verify college education (U.S. only) and perform background checks, drug screening (per client request) and check references all at no cost to our clients.</p>
Do you meet with candidates in person prior to starting them on a new assignment?	Local candidates are interviewed by a member of the JBAl account management team.
What percentage of your candidates are met prior to submittal? Before Interview? Before Start?	Seventy percent of our local candidates (California residents) are met prior to submittals, 90% before interview and 100% before start date.

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How do you track and measure the success of your contractors on assignment? What process do you have to improve your contractor performance?

At the time of on boarding (consultant start date), the Account Manager meets with both the consultant and the hiring manager. The purpose of this meeting is to ensure the following topics are discussed: start/end times, lunch hour, staff meetings participation, reports, request for vacation time, company policy regarding internet, cell phone and mail usage, expense reimbursement (if applicable), code of conduct, and dress code.

Contractor performance is managed by the JBAI Account Manager who meets with the consultant on specific intervals to review progress, in addition to receiving regular feedback from the hiring manager.

Account Management:

Response

Describe your Account Management Process and Support Roles?

Our Account Managers are responsible for developing and managing the overall relationship with our client's stakeholders e.g., hiring managers, recruiters, HR and MVS team (if applicable).

They are also responsible for understanding the talent acquisition process, culture, technical environment and IT strategy of your organization. Account Managers are charged with earning the trust of our clients to be considered as an extension of your organization for their human capital needs.

The Account Managers are supported by the team of recruiters, and Account Coordinator who assists the Account Manager with administrative tasks e.g., scheduling interviews, candidate meetings, performance reviews, candidate interview preparation/debriefs, payroll issues, etc.

Describe your account development/recruiting/resource management/plan to support Staffing needs.

JBA's standard service offering includes:

- Dedicated Account Management team
- 24/7 Recruiting
- Local account representation (face-to-face)
- Onshore and Offshore development
- Screening of candidates
- Volume discounts based on number of billed consultants
- Zero conversion fee for contract to direct hire placements

As a major account, client will receive additional services at no cost:

- Technology seminars and presentations
- Best Practices workshops
- Free Outplacement services to client's employees
- Investment in "like" resources and technology
- Onsite staffing support at client locations, if desired
- Budget for travel to client sites for client and consultants visits other locations

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How do you track and measure Customer Satisfaction?

JBA recognizes the importance of obtaining feedback from our clients regarding our service. To this end, we have adopted a formal process of conducting Client Satisfaction Surveys.

On day 28 (after we've accepted a job order) the hiring manager/recruiter is contacted and asked to rate JBA services using a 1 to 5 scale based on:

- (i) Overall satisfaction
- (ii) Account Manager Knowledge of Business Needs
- (iii) Account Manager Knowledge of Technical Requirement
- (iv) General Candidate Quality
- (v) Speed Providing Quality Candidates
- (vi) Responsiveness and Follow-Up
- (vii) JBA Quality vs. Competitors (other staffing providers client has worked with).

Lastly, they are asked an open-ended question asking "What could JBA do to improve the quality of service to you and your company?"

The survey affords us an opportunity to track and measure our clients satisfaction on the front-end. On the back-end, a similiar survey is sent to our clients asking them to rate the experience of the contractor on staff at the end of contractor's term or completion of project. During an on-going basis, our clients's satisfaction is measured by communi

What is your account management approach for Vendor Managed Accounts?

JBA believes strongly in respecting the voices of all parties and processes involved in the MSP/VMS account. We also advocate incorporating "lessons learned" into our continuous improvement programs.

As such, we encourage frequent feedback and other tools to help foster better working relationships between the JBAI Account team, hiring managers, recruiters, HR and others within your organization. The net result of open communication is more efficiency throughout the process and ensures client receives the overall cost savings benefits of utilizing a VMS system while avoiding some of the inherent risks when using an MSP/VMS e.g., generic job descriptions that do not adequately match talent to client's requirements.

How does it differ from non-vendor managed accounts?

JBA understands that more and more larger corporations are moving towards a MSP/VMS model to reduce their human capital costs and fully automate the talent procurement process. We also realize the enormous investment Fortune 500 companies are making towards the implementation of a VMS system. Unlike a number of our competitors in the IT Staffing, we embrace rather than resist the implementation of vendor managed accounts and partner with the MSP to provide high quality service and candidates.

All members of the JBA account management team will be trained on the VMS software and encouraged to create relationships with members of the MSP, if appropriate.

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What is your issue tracking and resolution process?	Client issues should first be brought to the JBA Account Manager's attention for immediate resolution. They Account Manager will determine who is the best internal resource at JBA to quickly address and resolve the issue. Most issues are resolved in the same business day or within 24 hours.
What do you do to manage your internal costs?	Internal costs are managed by a group of finance and accounting professionals. We run a very lean organization and manage our operation costs accordingly. JBA has remained profitable for the past 20 years, has excellent credit with its bank and has a healthy cash reserve.
Do you have a CRM tool to track and document customer interactions?	We currently use a web based CRM application to manage our sales activity and track customer interactions, including weekly reports to management on account activity.