

  
CASE STUDY:  
GenOn Energy, Inc.GenOn Energy, Inc.  
Project At-A-Glance

- iSphere has been supporting GenOn's staff augmentation needs for 10 years
- iSphere has developed a precise information gathering process for GenOn to determine exact project needs including candidates' ability to handle potential changes in scope
- iSphere has developed a keen understanding of the cultural requirements that must complement technical skills to be successful on the GenOn team
- Several iSphere consultants have been converted to direct hires

"iSphere continues to find people with the **right skill sets** and the **right team match**, at very **competitive rates**. iSphere's ability to identify people with uncommon IT skills really differentiates them. I've found that **they know the business** — they've done it themselves for years — and understand the skill sets to fit a particular role."

- David Thomason, Information Technology, Plant Applications, GenOn Energy, Inc.

## 10-Years of Quality, Precise Placements Leads to Long-Term Relationship Between iSphere and GenOn Energy, Inc.

### THE CLIENT

GenOn Energy, Inc. is a leading provider of electricity in the United States. The company owns and operates a portfolio of power generation facilities in eight states. GenOn uses coal, natural gas and oil to generate electricity.

### THE CHALLENGE

David Thomason, Information Technology, Plant Applications for GenOn, clearly describes his department's challenge when it comes to finding IT consultants, "Finding consultants with the right resume line items is one thing, but personality skills are very hard to measure – and finding a person who will work well with our team is equally important to me."

At the forefront of the energy industry, GenOn's IT needs are constantly evolving. Consequently, finding individuals with the right balance of hard and soft skills is not their only challenge. The IT professionals they seek need to be resourceful and possess a willingness to learn new technologies and applications. What's more, GenOn frequently has needs for experienced professionals in niche technologies like OSI PI, SCADA and Cold Fusion programming.

### THE SOLUTION

For the past 10 years iSphere has been delivering talent that meets GenOn's technical needs and cultural requirements. "iSphere continues to find people with the right skill sets and the right team match, at very competitive rates," said Thomason. "iSphere's ability to identify people with uncommon IT skills really differentiates them."

Throughout their relationship with GenOn, iSphere has tailored a precise recruitment process that includes:

- **Thorough Information Gathering.** iSphere goes beyond their standard base of questions to understand the skills required for a position. In addition, they also work with the GenOn contact to anticipate change in scope that might broaden the expertise required for a specific opportunity.
- **Internal Consultant Review.** iSphere meets with each consultant to ensure they have the hard-to-measure-on-paper "can-do" attitude and a teamwork mentality.



## ABOUT iSphere

iSphere is a Texas-based IT services firm that partners with clients to provide the necessary resources to meet critical IT and business goals. Partnering with our clients, we always put performance excellence and client loyalty first.

### Contact Information

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- **Constant Communication.** iSphere engages in the right amount of contact with the client to ask what they like and dislike about specific consultants, and then applies that knowledge to further narrow the search.
- **Ongoing Consultant Pool Development.** iSphere has a good sense of what it takes to meet GenOn's talent requirements. As a result, iSphere is constantly building their consultant resource pool and network to create future, timely options for GenOn when staff augmentation needs arise.

## THE RESULTS

GenOn and iSphere have developed a mutual partnership and respect for one another that has led to 10 years of continuous staff augmentation. In addition, the long-standing relationship has resulted in:

- **Strong Conversion Rate.** Many of the consultants iSphere has placed with GenOn have been converted to direct hires. "The consultants we've hired direct from iSphere have turned out to be outstanding professionals," said Thomason.
- **Competitive Rates/High Return on Investment.** iSphere keeps their rates competitive, affording GenOn the flexibility to lengthen engagements as needed. GenOn can keep consultants on a project for a longer period of time to offset any productivity lost during the natural ramp up period that occurs with any project, or to support a post-product launch to troubleshoot issues that might arise. "The return on investment with iSphere is valuable as I get high quality consultants at a competitive rate, leaving me with more flexibility to successfully complete a project," shared Thomason.
- **Right Fit Consultants; Faster Time to Productivity** iSphere knows the type of consultant who will thrive on the GenOn team and lead their projects to success. As a result, according to GenOn, iSphere delivers high quality consultants who are ready to hit the ground running faster than their competitors.
- **Satisfied Consultants and Clients.** Through their unique Consultant/Client Care Representative, iSphere keeps close tabs on the consultants they place with their clients throughout the duration of a project to ensure satisfaction all the way around. "iSphere is truly interested in making sure we get what we want out of the relationship, and at the same time, they touch base with their consultants regularly to make sure they are satisfied with the assignment as well. This results in consultants who are committed and integrate well with my team. That's valuable to me," said Thomason.