



# staffing experience

Human Capital - Telecom Staffing

## Problem

General Dynamics Information Systems and Technology group's wireless division had a business model in 2003 which called for them to subcontract their tower construction line and antennae work. However, as the company's success led to more work, General Dynamics began to struggle with two key issues many owners share; quality and safety. Adding to their dilemma was the scarcity of specialized communications talent as the market experienced an uptick in demand. Joe Commander, Program Manager for General Dynamics, contacted Ron Deese who was serving as Vice President of Alcoa Professional Services, with responsibility for providing telecom resources to his internal client and also for growing Alcoa's commercial business.

## Solution

Ron arranged to meet with Joe and his entire executive management team to gain a full understanding of the issues. Lack of control over quality, safety, schedule and budget were confirmed as the client's primary concerns and major business inhibitors. After the meeting, Ron and his team quickly outlined a plan which required General Dynamics to adjust its business model to begin self performing tower construction line and antennae work, which would allow them to regain better control over their quality and safety outcomes. General Dynamics immediately adopted the new model. Ron leveraged his vast network of telecom resources to identify qualified talent and, ultimately, on boarded more than 300 employees for direct and contract hire by General Dynamics. In addition, Ron maintained more than 100 contract employees on a monthly basis to augment the company's contract hires with construction managers, project coordinators, warehouse technicians and more. Annual billings to General Dynamics during this six year period grew to exceed \$10 million.

## About General Dynamics

General Dynamics is a market leader in business aviation; land and expeditionary combat vehicles and systems, armaments, and munitions; shipbuilding and marine systems; and mission-critical information systems and technologies. The company employs approximately 90,000 people worldwide. Aerospace designs, develops, manufacturers and services a comprehensive offering of advanced business-jet aircraft. Combat Systems is a global leader in producing, supporting and sustaining land and expeditionary combat systems for the U.S. military and its allies. Marine Systems designs, builds and supports submarines and a variety of surface ships for the U.S. Navy and commercial customers. The Information Systems and Technology group offers a breadth and depth of technology and service capabilities that support a wide range of government and commercial needs.

## About TelForce Professional Services

TelForce Group is a provider of professional services, consulting services, human capital, industry talent and technology and project solutions to the communications industry. Our services are integrated directly into our clients' business operations. TelForce identifies talent that stands out among their peers – people with a proven track record of creating value with every placement or assignment. From small privately held companies to large publicly traded organizations, the businesses we serve share a common goal – to hire the best professionals in the industry. Your success is the singular measure of our success.



## What Our Client Says

*“Ron and his team quickly assessed our needs and delivered a well thought out solution within days. Little did any of us know this would be the beginning of a highly productive relationship which would culminate in the hiring of more than 300 top notch wireless professionals over a six year period.”*

*Joe Commander  
Program Manager  
General Dynamics*

### TelForce Clients



Wireless • Wireline • Enterprise • Security • OEM • CLEC • ILEC • RBOC • Broadband/CATV • Carriers • DC Power  
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