Small Business Feel, Big Business Solutions for IT and Staffing

irishamerican
business chamber & network

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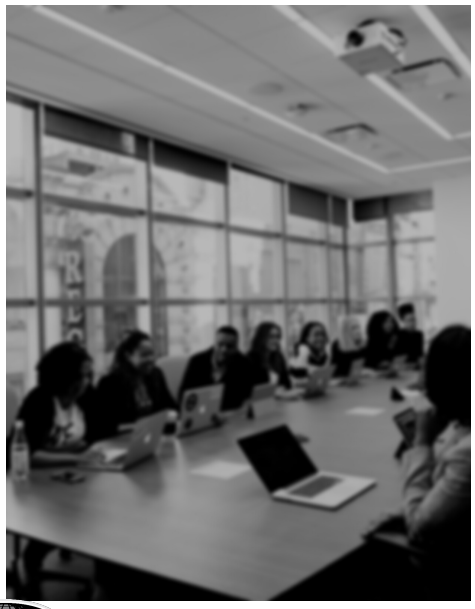

About Us

Over 35 Years of Excellence

Since 1984, Johnson Service Group, Inc. (JSG) has been a leading provider of staffing and consulting solutions in the disciplines of engineering, aerospace, manufacturing, financial, and information technology.

JSG is a privately held organization, with the scale that allows us to provide unique, customized solutions to our clients. It is our priority to understand your strategy and needs to tailor a workforce solution designed specifically with your team and culture in mind.

Over the last six years, JSG has been repeatedly recognized by Staffing Industry Analysts as an industry leader. Most recently having been named to three prestigious lists: Largest U.S. Staffing Firms, Largest U.S. Engineering Staffing Firms, and Largest Canadian Staffing Firms.

SIA STAFFING INDUSTRY ANALYSTS 2020 Largest Staffing Firms in the US

SIA STAFFING INDUSTRY ANALYSTS 2020 Largest Staffing Firms in Canada

SIA STAFFING INDUSTRY ANALYSTS 2020 Largest Engineering Staffing Firms in the US

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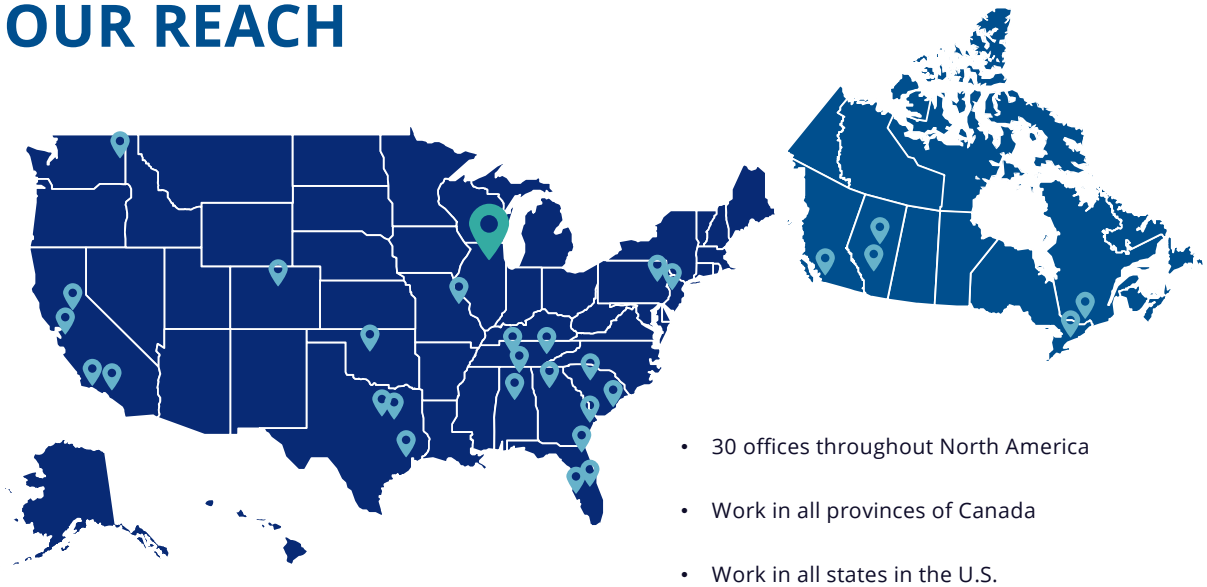
OUR REACH



- 30 offices throughout North America
- Work in all provinces of Canada
- Work in all states in the U.S.
- Centralized back offices in Canada & the U.S.

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Just A Few JSG Partners

SEPTA
WELLS FARGO ADVISORS
Dräger
AXALTA
gsk GlaxoSmithKline
SDI
NBTY
TESLA
IDenticard POWERED BY PDC
Parker
VALSOURCE
AccessLex INSTITUTE
noble energy
invensys
L3 communications
Ultra Clean Technology
EMERSON
DUPONT

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Service Solutions

Our success is driven by our full-service staffing approach, allowing you to focus on what's most important

DIRECT PLACEMENT
QUALIFIED TALENT

CONTRACTOR MANAGEMENT
HANDS-ON APPROACH

PAYROLLING
INCREASED FLEXIBILITY

TEMPORARY STAFFING
EFFICIENT & EFFECTIVE

IT CONSULTING SERVICES
FOCUSED RESOURCES

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Professional Services

Our niche recruiting teams specialize in sourcing Professional Services, including:

- Administrative
- Customer Representatives
- Human Resources
- Project Management
- Sales & Account Management
- Accounts Payable/Receivable
- Document Control Specialists
- Marketing

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Communication Process

JSG will provide a single point of contact to ensure there is consistent, on-going feedback and that communication flows among all parties.

Your JSG SPOC will be fully accountable to:

- **Understand**
  your business, team, culture, and strategy
- **Execute**
  your customized solution from start to finish
- **Manage**
  any and all escalations, swiftly and efficiently
- **Control**
  process governance to ensure optimization of workflow

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JSG Recruitment Process

- Collaborative strategizing
- Tailored approach
- Efficient, speedy process
- Government compliant
- Most qualified candidates

- Ongoing communication
- Consultative advising
- Facilitation of meetings
- Delivery & coordination of offer

- Ready to start, ready to stay
- Results & process reviews
- Continued communication
- Improved retention

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Developing Candidate Pipelines

JSG focuses on building a funnel of the most qualified candidates for the job

- Qualifications defined by client requirements
- Proactive sourcing
- Applications reviewed
- In-person/video/phone screens
- Skills testing & other required assessments
- Diversity programs blended to ensure a fair process

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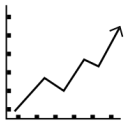
Recruiting Strategy



MARKET INTELLIGENCE

Demographics
Economic conditions
Wage analysis

IDENTIFY TARGET GROUPS

Size of qualified group
Availability
Skill level

DETERMINE STRATEGY

Analyze
Methodology
Qualified Sources

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Sourcing Strategies

PASSIVE JOB SEEKERS

Top talent - currently employed

ACTIVE JOB SEEKERS

Currently looking for their next career move

PROACTIVE SOURCING STRATEGIES

Tailored to client requirements

EXCLUSIVE CANDIDATE DATABASE

- Internal candidates/referrals
- Skill-specific targeting
- Job boards
- Migration Initiative
- Outplacement firms
- Colleges & alumni groups
- Military
- User groups
- JSG sponsored job fairs
- Social media
- Recruitment tools
- Target companies

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Customer Relationship Management (CRM)

BULLHORN

Allows our team access to JSG-exclusive qualified candidates throughout North America

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Background Checks & Security Clearances

When it is required, JSG has the ability to obtain Security Clearances for our employees.

JSG has a nationwide agreement to provide background checks and drug testing. This helps to ensure a safe workplace for our clients and employees.

CSS

LexisNexis®

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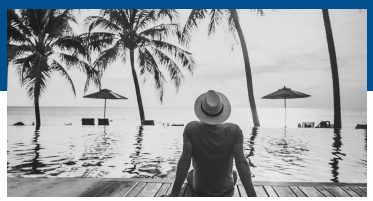
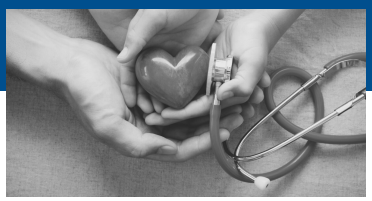
JSG Benefits





401K

401(k) investment option through Transamerica Retirement Services

VACATION & HOLIDAY

Vacation and holiday pay is specific to each contract

HEALTH INSURANCE

JSG provides a very competitive benefits package to our contract employees

LIFE INSURANCE, LONG-TERM DISABILITY, SHORT-TERM DISABILITY, DENTAL INSURANCE, VISION INSURANCE, SPOUSAL LIFE, CHILD LIFE, ACCIDENTAL DEATH & DISMEMBERMENT

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Easy-To-Access Employee Tools

QUICK & EFFICIENT

Our employees can go to the JSG Toolbox for benefit information, routine forms and other employee self service options.

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JSG Safety

"Safety is not an expense, it is an investment." - OSHA

- Management Commitment
- Safety/Risk Management Team
- Employee Involvement
- Incident Management Program

KEEP THIS CARD WITH YOU AT ALL TIMES
"SAFE WORK is GREAT WORK"

INCIDENT INFORMATION CARD
IN CASE OF ANY INCIDENT

IMMEDIATELY CALL
888-659-8388
AND
INFORM YOUR SUPERVISOR

STEPS TO FOLLOW IF YOU HAVE AN INCIDENT ON THE JOB:
Remember, you are an employee of Johnson Service Group, Inc.

- CALL **888-659-8388 and report the incident**
- JSG Safety/Risk Management Team will direct all medical care
- Life or Limb threatening incidents need to get emergency care ASAP
- JSG Safety/Risk Management Team will handle all correspondence, questions and concerns after receiving the First Report of Incident.
- **Full investigation of alleged incidents is required before acceptance of any incident as a claim.**
- **FAILURE to follow these procedures may jeopardize coverage of your claim.**

SAFETY@JSGINC.COM
Fax 866-706-4570
JOHNSON SERVICE GROUP, INC
Safety/Risk Management Team
One E. Oak Hill Drive • Suite 200 • Westmont, IL 60559

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Diversity Initiatives

Our workforce reflects JSG's commitment to attracting, retaining, and developing a diverse team of employees

We recognize that diversity contributes to business success by bringing a broad range of perspectives and capabilities to an organization, and we place value on an individual's differences and strengths.

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JSG Core Values

People. Reach. Hire. ®

At JSG, we understand **people** and it's our mission to help our clients **reach** their goals by being able to **hire** talented people.

- PEOPLE CENTRIC
- FOCUSED INDUSTRY EXPERTISE
- COMMITTED TO PRIVACY
- RESULTS ORIENTED
- DEDICATED RESOURCES
- RESPECT, HONESTY, & INTEGRITY
- STEADY GROWTH
- OPEN COMMUNICATION

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Success Metrics

QUALITY

- % of completed assignments
- Hiring Manager survey
- Candidate survey
- Minority, Women, & Disadvantaged Business Enterprise (MWDBE) Partnerships

COVERAGE

- Submittal per requisition
- Time to submit
- Fill ratio

LOGISTICS

- Time to offer
- Offer to start
- Hiring Manager feedback
- Management reports

FINANCIAL

- Pay rate actual vs. pay rate target
- Invoice accuracy
- % of exception approvals

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Our Professional Commitment

BEST-IN-CLASS TALENT

Thorough Qualification
Seamless Onboarding
360 Degree Survey
Continual Communication
Lean Interface Approach

CONSULTATIVE PARTNERSHIP

Foster Engagement
Encourage Innovation
Responsive Staff Support
Industry-Specific Expertise
Collaborative Approach

OPERATIONAL EXCELLENCE

Performance Management
Best Practice KPIs
Compliance & Control
Strategic Partnerships
Lean Continuous Improvement

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IT Consulting Services

MATT OWENS
Business Development Manager

Benefits of partnering with JSG for ITS

- Team of IT experts (Onshore and Offshore)
  - Your employees focus on their jobs
  - Employees want to do what they were hired to do
- Outside Perspective = New Perspective
  - You don't know what you don't know
- Cost Effectiveness
  - FTE vs Consultant

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SERVICE PORTFOLIO

MANAGED IT
- IT Infrastructure
- 24x7 Helpdesk and IT Support
- On-Prem Management
- DR and Backups
- Managed Cloud Hosting (Private and Public)
- Network and ISP Management
- End-to-end Security and Compliance

APPLICATION SERVICES
- Managed Application Services and Production support
- Mobile Apps
- Resource Augmentation – Onsite, Onshore, Offshore.
- Bespoke Development and Portals
- Quality Assurance and Testing
- Application Re-engineering
- Web Optimization & Persuasion

PROJECT SERVICES
- Mixed delivery model – Onshore and Offshore
- Fully integrated Project Management
- Flexible billing models (T&M, Milestone, Fixed)
- Transition to Managed IT
- North America coverage

BUSINESS PROCESS OUTSOURCING
- Data Entry Services
- Financial and Accounting Services
- Procurement Services
- HR and Staffing – Virtual Bench
- Call Center Services

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Cyber Security Metrics

- ❑ 95% of cybersecurity breaches are caused by human error
- ❑ The worldwide information security market is forecast to reach $170.4 billion in 2022
- ❑ 88% of organizations worldwide experienced spear phishing attempts in 2019
- ❑ 68% of business leaders feel their cybersecurity risks are increasing
- ❑ On average, only 5% of companies' folders are properly protected
- ❑ Data breaches exposed 36 billion records in the first half of 2020
- ❑ 86% of breaches were financially motivated and 10% were motivated by espionage
- ❑ 45% of breaches featured hacking, 17% involved malware and 22% involved phishing

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Cyber Attacks Are Inevitable

Is your company prepared?

RISK ASSESSMENT

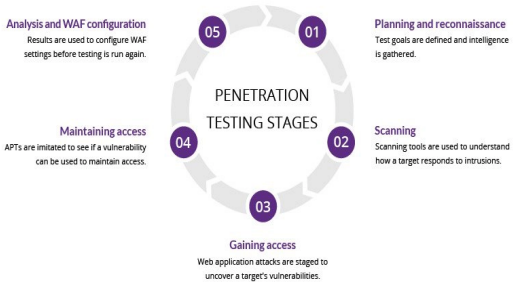
- Identify the critical assets your company must protect and determine the level of risk you are willing to accept
- Develop a cyber incident response plan

EDUCATE EMPLOYEES

- Phishing attacks happen daily
- Password security
- Working remote = less security

PENETRATION TESTING

- A simulated cyber attack
- Should be done before any public facing URL goes live
- Needs to be done yearly at the least
- Satisfies compliance requirements for security auditing



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Why Partner With JSG?

SMALL BUSINESS SERVICE
LARGE BUSINESS REACH

SINGLE POINT OF CONTACT
DEDICATED TEAM & RESOURCES

VARIETY OF SERVICES UNDER ONE ROOF
STAFFING & IT CONSULTING

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For Questions & Comments
Matt Owens
484-845-6150
mowens@jsginc.com
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