



Scaling Retail IT on a Deadline: How SSi People Delivered 25 IT Professionals for a National Retailer's August Initiative

Introduction:

In retail, technology is the store. Point-of-sale systems, inventory tools, store networks, and associate devices must work every hour the doors are open — and when a major initiative is on the calendar, the IT team supporting it all has to grow fast. That's where SSi People comes in. We help retail organizations scale skilled technology talent quickly, combining specialized recruiters with AI-enabled tools that speed up screening, keep records accurate, and verify every candidate's identity before day one.

This case study shows how SSi helped a leading national retail organization rapidly build its IT workforce ahead of a critical August business initiative—without disrupting store operations or overloading the client's internal teams.

Objective:

Ahead of a major August business initiative, the client faced a significant increase in IT support requirements. It needed to quickly scale its technology workforce to support store operations, infrastructure, and end-user services — all while maintaining business continuity across its locations.

The timeline was tight, and the client's internal recruiting capacity was limited. It needed a staffing partner who could:

- Deliver qualified IT professionals quickly, at volume, against a fixed start date
- Find candidates with real retail technology experience, not just general IT backgrounds
- Support multiple store locations and a mix of on-site and field roles
- Take on the recruiting, screening, and onboarding workload so the client's IT team could stay focused on the rollout

Process:

SSi partnered closely with the client's IT leadership to understand the required skill sets, project timelines, locations, and onboarding requirements. From there, we built a targeted recruiting strategy focused on candidates with experience in:

- IT service desk and technical support
- Desktop support
- Hardware deployment and troubleshooting
- Network and infrastructure support
- Retail technology environments
- End-user support and field services

We established a dedicated recruiting team for the engagement and streamlined the screening and interview process so qualified candidates could be presented quickly. Behind that team, SSi's AI-enabled recruiting stack took friction out of every stage — from first application to first day:

- ConverzAI ("Sammie," our virtual recruiter): Sammie reviews incoming candidate applications quickly and consistently against each role's requirements. When a candidate is a good fit, Sammie passes them to one of our human recruiters for a deeper conversation — so recruiters spend their time on qualified talent instead of sorting through every application by hand.
- Woo: Woo updates candidate and consultant records seamlessly as people move through the process, keeping our systems current without manual data entry. Recruiters, account managers, and the client always work from accurate, up-to-date information.
- Veriff: During onboarding, Veriff confirms that candidates are who they say they are through identity verification. For a client with devices, systems, and store access on the line, that added layer of trust protects both the client and the rollout.

The result is a process where technology handles speed and accuracy, and SSi's recruiters handle judgment and relationships. Regular communication with the client's IT and HR teams allowed us to adjust recruiting priorities as project needs evolved.

Results:

Within the project timeframe, SSi helped the client scale its IT workforce to meet its August staffing requirements:

- 25 IT professionals placed
- 10-day average time-to-fill
- 95% of positions filled before the required start date
- 98% onboarding completion rate
- Reduced recruiting workload for the client's internal IT team

A smooth technology rollout supported across multiple retail locations
Business Impact

SSi's ability to rapidly identify, screen, verify, and deploy qualified IT talent allowed the client to maintain project momentum without compromising its staffing requirements. The engagement also established a repeatable staffing model the client can use for future seasonal increases, technology rollouts, and other periods of accelerated hiring.

Why It Worked:

- **Speed:** A streamlined recruiting and interview process — accelerated by Sammie's application review — moved the client from job requirement to candidate placement quickly.
- **Specialized Talent:** Our recruiters focused on candidates with relevant IT and retail experience rather than relying on a broad candidate pool.
- **Trusted, Accurate Onboarding:** Veriff identity verification and Woo's automatic record updates kept onboarding secure, accurate, and on schedule.
- **Partnership:** Regular communication with the client's IT and HR teams allowed us to adjust recruiting priorities as project needs evolved.

By combining targeted recruiting, AI-enabled screening and onboarding, rapid candidate delivery, and close client collaboration, SSi helped a major retail organization quickly scale its IT workforce for a critical initiative — and demonstrated our ability to provide flexible, high-volume IT staffing when clients need qualified talent quickly and at scale.



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Ready to partner with a supplier who earns their way to the top—and stays there?

Contact SSi People today to learn how our proven track record of delivery, program partnership, and performance-driven growth can strengthen your MSP program across IT, Engineering, and Professional labor categories.