



OPS GLOSSARY TERMS...

CONTRACT

Providing a client a temporary resource to fulfil a particular need for a certain amount of time.

CONTRACT TO HIRE

Also known as, C2H. Providing a client a resource that will be evaluated during his or her contract for a full-time position with the client company after a minimum of 6 months.

DIRECT HIRE

Also known as DH. Providing a client a resource that immediately becomes a full time employee with a company once they are identified by our organization.

CULTURE

Company culture grows from roots formed through the daily practices, values, and programs in place in a work environment. It creates an undeniable impact on our work experience.

SPP

Starts Per Producer

HEADCOUNT

Starts/Placements

GROSS PROFIT (GP)

Is the profit a company makes after deducting the costs associated with making and selling its products or the cost of services provided. Our GP is the result of Pate Rate + Burden – Bill Rate

REVENUE

Amount of money that a company actually receives during a specific period; top line or gross income

MARKUP

Pay rate divided by the bill rate without the burden. We strive for a 60% markup.

COMMITTS

The number of people you are committing to confirm

BUSINESS REQUIREMENT

A position or opportunity brought forth by a potential or current customer that is owned by the sales team and assigning a Tech Recruiter(s) to identify the talent

MSA

Master Services Agreement- otherwise known as client contract. Typically needs to be signed in order for us to do business with the client.

SLA'S

Acronym for Service Level Agreement. Basically, we have a contract with our clients to provide a certain level of support to our clients.

VMS

Vendor Managed System- usually present with large, enterprise clients; 3rd party provider that manages client reqs



MSP

short for "Managed Service Provider". The practice of outsourcing day-to-day management responsibilities as a strategic method for improving operations. This can include outsourcing HR-activities, Production Support and lifecycle build/maintenance activities. The person or organization who owns or has direct oversight of the organization or system being managed is referred to as the offer-er, client, or customer. The person or organization that accepts and provides the managed service is regarded as the service provider.

PAY RATE

What we pay the consultant

BILL RATE

What we bill the client

HIT RATE

Ratio of Send Outs to Placements

COMPENSATION

The required/requested compensation/pay rate by a candidate, and also what we are able to provide the candidate based on our client's criteria and budget.

OUTSOURCING

The practice of having certain job functions done outside a company instead of having an in-house department or employee handle them; functions can be outsourced to either a third party or an individual

PROJECT NEEDS

These are individuals that a current customer needs, only contract based, for a particular project within one of the IT departments

CORP 2 CORP (C2C)

"Corp to Corp" (C2C) merely implies that as an alternative to paying a person, another business will pay an LLC or corporation for your services.

We work with two different types of candidates in this arena. The first, is an independent business owner who subcontracts their services through a Recruiting Firm such as OPS.

We also work with corporations who sponsor IT Professionals so they are allowed to work in the United States.

SUBCONTRACTOR

A subcontractor is an individual or in many cases a business that signs a contract to perform part or all of the obligations of another's contract



INTERNAL GLOSSARY TERMS...

OTT

(Optomi's Top Talent) – when we pre-send or sell a candidate to a manager without an official requisition.

SPI'S

Acronym that helps AE's identify what a company may offer to attract top consultants. Selling Points of Interest.

BH

Acronym for Bullhorn, our internal customer/ candidate management system.

JOB BOARDS

White boards in each office that have critical information regarding current open orders, pay rates, bill rates and information regarding candidate coverage. A Job Board can also be referred to when referencing tools such as DICE and CareerBuilder, sites that actively interviewing candidates can utilize to post their resumes.

OPT2VUE

Acronym for VIRTUAL INTERVIEWING. Opt2Vue is our video technology tool used during Optomi's submittal packages.

CLAMS

Acronym that helps recruiters identify what is driving the need to look for another job or opportunity. Challenges, Location, Advancement, Money, Security.

ONH

Offer, Need and How; this is found within the Prescreen

SUBMISSION

When you send full submittal package to an Account Executive

SENDOUT

When full submitted candidate gets sent out to the client

CANDIDATE

An individual that our Tech Recruiters set up a Prescreen with and start to try and identify an opportunity for them

CONSULTANT

An individual that has been placed at one of our customers and that is working for Optomi or Santeka

TARGET CLIENT

This is a prospect customer that our sales associates are looking to work with but they are not a current customer at the moment

CUSTOMER

This is an organization that we are currently working with, whether that is one or all three brands of OPS

LAWS OF LEADERSHIP

Derived from the book - The 21 Irrefutable Laws of Leadership. We have selected 10 key "laws" to implement.



NOTES

Series of horizontal lines for taking notes.