



TRU Staffing Partners, Inc.

Get With the In- Crowd: Leverage ESI Contractors to Maximize Success

Table of Contents

Overview	3
Understanding the ESI Market	4
Hybridize to Remain Profitable & Retain Talent Through Economic Ups & Downs	5
Cut the Extended Hiring Process	8
Engaging with Talent in the Market	8
Winning the Best Talent	9
Our Bench, Roster, and Team	10
Who You Gonna Call? The TRU MythBusters	11
Three Ways TRU Treats Their Contractors Better Than Most	12



Get With the In-Crowd: Leverage ESI Contractors to Maximize Success

When someone asks if you are using ediscovery contractors, many hiring managers and lawyers think, “Of course — we use contract attorneys to do our reviews.” That is not what we are talking about here. What TRU has to offer is the richest treasure trove of ediscovery collections, hosting, processing, project management, analytics, review management, and data production

professionals in the world — who work as contract employees. The proliferation of readily available technical ESI contract talent is slowly being matched by their utilization. The new normal is hybridizing staff to near-parity between contract and full-time resources supporting your end client — whether you are a service provider, law firm, or in-house corporate litigation support team.

“ The new normal is hybridizing staff to near-parity between contract and full-time resources supporting your end client — whether you are a service provider, law firm, or in-house corporate litigation support team. ”



Understanding the ESI Market

The ESI talent marketplace is changing with the times. The industry has evolved dynamically to match the need for an expansive workforce and more diverse job opportunities. As the ediscovery industry has grown, TRU contractor utilization rates have massively increased. TRU expects that ESI contractor demand will exceed half of all available and cyclically open job opportunities available at any given time, globally.



“

The industry has evolved dynamically to match the need for an expansive workforce and more diverse job opportunities.

”



Hybridize to Remain Profitable & Retain Talent Through Economic Ups & Downs

No matter what the current economic climate, hiring managers can expect their full-time headcount approvals to go up and down based on their organization's profitability status. However, the workloads and needs for ESI providers/departments just go up. Establishing a human capital ecosystem that fluidly caters to a variety of employee desires and modalities gives an ESI provider or litigation support department competitive advantage and the unique ability to select most broadly from the available pool of talent searching for work.

Knowing why you want to use contract resources and making a strong business case will help you, the hiring manager, get the budgetary approvals needed to engage

with talent. The most common reasons to engage TRU contractors include:

- **Take on project work:** Most types of ediscovery work are project-based work around pending litigation. These projects are always urgent, stressful, and time-bound. They require a big push, then trickle off. The contract ediscovery talent ecosystem has hit a maturity where organizations can manage these projects with plug-and-play contract resources without committing to long-term base compensations, bonus plans, 401K, and associated employee benefit costs. This also takes the burden of vertical growth and career planning off the plate of the hiring manager and allows them to focus on giving



that mentorship/path to FTEs while simultaneously providing more time for other agendas.

- **Rapid business growth:** Sometimes sales moves faster than you're able to staff incoming projects. Rather than turning away business, get plug-and-play talent from TRU. We have staff who can immediately handle any traditional ESI need from collections, processing, and hosting, to project management, review management, and production.
- **Supply second- or third-shift coverage:** This strategy not only gives your clients extended time coverage for responsiveness, it's also the No. 1 way TRU's customers retain their day-shift full time employees. But why not just hire FTEs in second and third shifts? TRU has been tracking these hires, and 95% of job seekers who take full-time jobs in second- or third-shift positions leave those jobs for day-shift roles within six to 18 months. Meanwhile, fewer than 5% of TRU contractors who work second- or third-shift jobs have left for other opportunities and are currently still in those roles (some for up to five years). With TRU contractors, you're going to get a higher caliber professional who is specifically groomed to work these off-hours. They want this shift!

- **Provide relief for FTEs:** Our clients who engage TRU contractors for FTE relief (often through swing shift temps) have seen retention rates increase by 35% in the past three years. Your full-timers won't be as inclined to leave if you hire contractors to help them when they need it as part of an institutional strategy. One of the fastest-growing problems in ediscovery is staff burnout. Contract augmentation is the best, if not only, solution to provide relief to your valuable full-time employees with indispensable institutional knowledge.
- **Cover parental leave or FMLA:** Almost 25% of TRU's clients need gap coverage once a year for an employee that is out of the office for parental leave, medical leave, extended vacation, sabbatical, or other predictable but short- to medium-term critical staff absences. What may be unpredictable in these scenarios is whether the employee will eventually return to work again, which is a reason why contract-to-hire has quickly become a popular option for hiring managers.
- **Staff contract-to-hire:** About 20% of TRU clients are taking a "check-the-fit before you commit" approach with contractors to see if they fit their environment before bringing them on full-time. You can assess a candidate



on the job before committing to hiring them full-time — and the candidate can assess you. Taking part in the contract-to-hire process gives you and the employee the flexibility to evaluate how well they mesh with your team while on the job. At any point in the contract, you can decide to extend the candidate's contract, hire them on full-time, or ask us for a different resource.

- **Leveling up/specialized skill requirement:** Many of TRU's clients need specialized skills that are hard to find in abundance. Need a pro with special software skills? Or maybe experience with a particular type of ediscovery matter? Contractors provide specialized talent for niche skill sets that can be augmented in, then out. Often

these contractors are leveling up the existing full-time staff, leaving behind elevated skill sets in your staff.

- **Allow for geographic expansion:** When projects run across borders or oceans, you may need coverage in an area of the world where you don't currently have staff — especially if data privacy regulations prohibit cross-border data access. For example, if you don't have feet on the ground in Europe and data can't be accessed anywhere but Europe, call TRU! TRU has contract resources anywhere from Oman and Tel Aviv to Stuttgart and London. Just need domestic U.S. coverage? TRU employs contractors in 46 of the 50 US States and can staff in more than 100 countries across the globe.

“

TRU employs contractors in 46 of the 50 US States and can staff in more than 100 countries across the globe.

”



Engaging with Talent in the Market

To maximize this enormous talent pool, you need to evolve along with the workforce. Making contract hiring an institutional part of your hiring strategy as a normal business practice helps you solve several issues. You will:

1. Have a more accurate number of resources for the volume of current work (utilization up)
2. Relieve stress on full-time employees, which will ultimately lead to greater employee retention/satisfaction
3. Increase revenue by allowing for rapid scaling
4. Accelerate client satisfaction

Cut the extended hiring process.

You can get contractors in the door much faster than you're able to hire full-time staff. If you don't have three to 12 weeks to search for, attract, negotiate with, hire, and onboard a regular full-timer, come to TRU and get a contractor in the door in 48 hours. Also, if you don't have full-time headcount approval, it's often much easier to get the approval to hire contractors. There are no benefits to pay, no perks, no signing bonuses. And since TRU is registered in every US state, you can hire the best, wherever they are. You pay TRU.

TRU does the rest.



Winning the Best Talent

Interviewing and onboarding contract resources should be different than how you onboard full-time hires. Sure, there is some overlap in interview Q&A and official integration, but there should also be stark differences.

Here are some tips for interviewing contract ESI talent that require hiring manager recalibration:

1. **Interview for immediate impact.**

Don't waste time discussing long-term plans, goals, or agendas. Focus wholly on the opportunity to impact the organization quickly. Set short term KPIs that make mutual success clearly defined and visible within the first 30 to 60 days of employment.

2. **Don't sugarcoat your needs.**

Hiring managers tend to make working for them shinier, brighter, and the best possible version of what working at their company is like, all the time. Contractors need the cold truth so there are no surprises. They are less concerned with institutional or environmental fit and much more concerned with the client's need and their ability to satisfy it.

3. **Overestimate, don't underestimate, your timeline.**

If you think a project could go six months, set the expectation for nine to 12. Rarely does TRU see ESI contracts end early because the case or client need fizzled. Typically, contractors work 30-50% longer than the hiring manager initially projected at the point of hire. Some work perpetually. .



Our Bench, Roster, and Team

Here is a list of the most common ESI temp roles we can get you resumes on within a day:

- Project manager/coordinator
- Processing analyst
- ESI attorneys/litigators
- ESI specialists
- Litigation support specialists
- Digital forensic collections
- Relativity administrators
- ESI consultants

When can you expect a response?

Existing TRU customers get a response from our account managers within 12 hours. New customers get responses from our business development team within 24 hours. This level of responsiveness is also expected from our contract resources. TRU also provides proprietary, custom-developed self-assessments for Relativity, Nuix, OneTrust, ESI project management, and contract attorneys. [You can find them here.](#)



Who You Gonna Call? The TRU Mythbusters

1 MYTH: Contractors are out of work.

Not true. There is a whole world of lifestyle contractors who have no interest in taking full-time jobs. They prefer to be firefighters who come in to solve interesting ediscovery problems and then move on to the next fire. They prefer the variety of people and projects, and they love the flexibility that the contract lifestyle allows them.

2 MYTH: People who are willing to take contract work are B- or C+ players.

Wrong! They often have reached a place in their careers where there's no vertical growth or meaningful financial mobility for them as full-time ESI PMs. They've chosen to become contractors and are high-caliber players.

3 MYTH: To hire a contractor, they must have a solid 40 hours of work per week.

No! Contractors will take part-time projects to fit into their schedules or interests. Sometimes they have multiple customers (and will never have a conflict — TRU validates all conflicts checks prior to hire). Fractional resources are always available. Much more than you might think!

4 MYTH: A Contractor will leave a contract the minute they get a full-time job.

Wrong! TRU often provides better benefit packages than employers who offer full-time opportunities.



Three Ways TRU Treats Their Contractors Better Than Most

TRU takes incredibly good care of our contractors. They are important human resources to the organization.

401k Matching

TRU offers contract employees a 4% 401K match after a year that vests 100% after the end of that year.

Health Benefits

Our contractors can join our health benefit plan as if they were a full-time employee. They get the same access to benefits as a full-time employee would get.

W2 Employees

Contractors working for TRU are W2 employees. No need for employers to worry about payroll taxes, or for contractors to have to file and track their taxable income.



Looking to Hire?



©2023 TRU Staffing Partners
Connect with TRU at www.trustaffingpartners.com, or
email info@trustaffingpartners.com.

