
Case Study

About Our Client: In 2018, Infojini was awarded a multi-year, \$ 6 million+ staff augmentation contract to support one of the largest public housing authorities in North America. The client operates a diverse range of departments requiring temporary resources across administrative, professional, technical (IT), and other labor categories. Infojini was selected to deliver flexible, high-quality staffing solutions that could adapt to evolving operational and project-based needs.

Challenges: The agency faced significant staffing challenges in maintaining adequate coverage across its administrative, professional, and technical roles. Many positions had to be filled quickly to ensure uninterrupted public services. Additionally, the client needed a partner capable of sourcing diverse, pre-qualified talent across multiple job categories, from administrative assistants and accountants to Java developers and cybersecurity specialists, while fully adhering to public-sector compliance standards and onboarding protocols. Managing this scale of hiring while maintaining speed, quality, and cost efficiency required a proven staffing partner with both the infrastructure and agility to deliver.

Solutions: Infojini designed and implemented a comprehensive staff augmentation program to meet the agency's multi-departmental needs.

We categorized the client's workforce requirements into three key labor groups:

- General Administrative – Roles such as administrative assistants, data entry clerks, customer service representatives, and secretaries.
- Professional – Positions requiring specialized expertise, including accountants, procurement buyers, financial analysts, lawyers, and property managers.
- Technical-IT – Skilled IT professionals such as systems administrators, network engineers, web developers, and security analysts.

To source and evaluate talent efficiently, Infojini leveraged a blend of technology-driven sourcing tools and expert-led assessments:

- Utilized Ceipal ATS integrated with our proprietary TalentDome referral and predictive sourcing engine for candidate discovery.
- Employed LinkedIn Recruiter AI, HireEZ, and diversity-focused channels such as Reboot to ensure a broad pipeline.
- Conducted role-specific technical assessments using platforms like HackerRank, Codility, ProveIT, and IKM Testing.
- Completed comprehensive background checks and credential verifications through HireRight and A-Check to maintain compliance with city hiring standards.
- Our Subject Matter Expert (SME)-led screening ensured that candidates not only met technical and professional qualifications but also aligned with the client's service mission and workplace culture.

Outcomes: Since the start of the engagement in 2018, Infojini has made over 700 successful placements across the client's departments, maintaining a 98% success rate and a long-standing partnership that continues to grow. The client has experienced a 40% reduction in time-to-fill for open positions, improved workforce reliability, and consistent operational support across critical functions. Infojini continues to strengthen the agency's workforce capacity, enabling it to deliver essential housing services to the community with confidence and consistency.