

Visionnaire provided IT specialists for Cisco, focusing on 24/7 support, hardware and software installation and maintenance in São Paulo

TBS, a U.S.-based IT consultancy, needed highly qualified professionals in São Paulo to meet Cisco's demand for support in infrastructure, hardware, software, and Office 365.

Visionnaire, with nearly 30 years of experience in software development and talent acquisition, selected two professionals with the technical and cultural fit required for the project.

These professionals underwent in-person training provided by Cisco, with oversight from a Visionnaire representative, ensuring full alignment with the company's operational standards.

The professionals were responsible for tasks such as system diagnostics, hardware upgrades, software installation, security procedures (including encryption and backups), and technical support. The outsourcing model allowed Cisco to maintain productivity and reduce costs while filling a temporary internal gap with expert external support.

Visionnaire utilized its proprietary talent database and integrated recruitment tools like LinkedIn Recruiter and ATS systems such as Abler.

The selection process included résumé analysis, technical interviews, and testing with platforms like Remote Interview and HackerRank. Visionnaire also managed the professionals post-hiring, providing dedicated supervision without additional cost to the client.

The operation was intermediated by Cameo Global, a Cisco solutions provider later acquired by New Era Technology. All companies involved—TBS Networks, Cisco, and Cameo—had their needs fully met through a solution that combined speed, efficiency, and compliance with Brazilian labor and outsourcing laws.

This case illustrates Visionnaire's strength in providing tailored IT staffing solutions through outsourcing, ensuring quality service, strategic alignment, and operational excellence.