

# CONTRACTORS TO HELP YOUR TEAMS WORK



---

*The hiring needs of organisations differ — let's talk about yours. Contact us on  
+44 (0) 2381 157811 or visit [clearhub.tech](https://clearhub.tech) to learn more.*

# 24/7 Support From An Atlassian Platinum Solution Partner

The world of recruitment is changing and nowhere is this more evident than in the IT sector. The skills gap has made it near impossible for businesses to source the right people and even harder for them to retain talent.

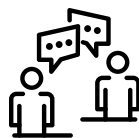
When C-suite executives are asked about their biggest constraints on growth the most common answer is accessing the right talent. Today, this means software developers, tool admins and the people that maximise output.

ClearHub is the leading network for highly skilled IT contractors, and the only service backed by an award-winning Atlassian Solution Partner — Clearvision. With thousands of contractors all technically tested and vetted, you can rest assured you'll get the right person for the job through ClearHub, with 24/7 technical support.



## EXPERT APPROVED

Our testing process is crafted to each individual and delivered by technical experts who provide the ClearHub stamp of approval. No part of it is automated.



## TECHNICALLY SUPPORTED

We provide our contractors with 24/7 expert technical support which means that no matter what challenges your project brings, we'll work with your contractor to get any issues resolved.



## RISK-FREE

If you decide at any stage that it's just not working out, our risk-free guarantee means we'll replace your contractor free of charge!

# TECHNICAL SUPPORT



---

*The hiring needs of organisations differ — let's talk about yours. Contact us on +44 (0) 2381 157811 or visit [clearhub.tech](https://clearhub.tech) to learn more.*



*We provide all of our contractors with technical support, so that all of your challenges can be tackled.*

## **Contractor Packages**

For every contractor and client we work with, we aim to create the best solution. We offer three out of the box solutions which range from simply placing a contractor with no back-up support, to a completely managed service. We also provide a bespoke solution, which allows you to customise and control how much testing, support and interaction is involved from our end.

## **Is This Separate From Project Management?**

Yes, ClearHub offers both a project manager and access to the Support Desk. If you're ever unsure about whether your issue is suitable for the Service Desk, check in with your project manager. Your project manager can also help you solve non-technical issues, such as problems with onboarding.

## **What Can We Help With?**

Our contractors are experts in the Atlassian Stack and are able to assist with all of the Atlassian tools. They also have a multitude of skills in other areas, including Agile, Git, and DevOps.

## **How Does It Work?**

The hours allocated are only available for the contractor hired through ClearHub, and cannot be used by other members of the team. As an employer, you can arrange this with your contractor directly however you wish to, either by letting them have free reign over how they use their time or asking them to clear it with you first, or only using the hours at your request.

## **Hours And Extended Support**

Our Standard Support offering includes four hours a month of technical support through a Service Desk which is hosted by some of the most skilled Atlassian experts around — Clearvision's consultancy team. If you feel you'll need more than four hours or you've used up your monthly allocation, we can arrange a package with the amount of support that best suits you.

## **What If You Want The Support, But Already Have A Contractor?**

If you already have a contractor lined up who you'd like to work with (or are a contractor with a new contract lined up), but would appreciate the added security of ClearHub's support, then we can provide you with a bespoke solution.

All contractors working with ClearHub benefit from technical support to ensure that any and all challenges are tackled.

# Support From Clearvision

Clearvision is a leading Atlassian Platinum Solution Partner, specialising in the full-service wrap for the Atlassian Stack. They have vast expertise in other SDLC tools like Git and ITSM solutions.

They work with some of the leading software teams in the world to help them reach their full potential.

## Solutions



### BodyShop

Ideal if you require a contractor without the support

- Hand-picked, vetted and technically tested by ClearHub's personnel and tooling experts.

- Personality profiles are available for all of our contractors to ensure a cultural fit.

- We provide 100% satisfaction guaranteed. We replace unsuitable contractors free of charge!



### + Support

Benefit from having a specialist contractor AND support from an Atlassian Platinum Solution Partner

- Fully vetted with the ClearHub guarantee.

- Technically supported by award-winning Atlassian Platinum Solution Partner, Clearvision.

- Perfect for organisations with a critical dependency on the Atlassian Stack.




### Fully Managed

For when you need to completely outsource entire projects

- A fully managed service with a tailored team of project managers, consultants and contractors.

- A combination of Clearvision's professional services team and ClearHub contractors.

- Ideal if recruitment red tape is limiting project options.



# VS RECRUITMENT

	Internal Recruitment	Recruitment Agencies	ClearHub
CV & Cover Letter Provided	✓	✓	✓
Reference Checks Done	✓	✓	✓
Telephone Screening	✓	✓	✓
Account Management	✗	✓	✓
Technical Skills Test	✗	?	✓
Customer Reviews Available	✗	?	✓
Engagement Covered by Service Desk Technical Support	✗	✗	✓
Project Management	✗	✗	✓
Performance Monitoring	✗	✗	✓
Supported by an Atlassian Solution Partner	✗	✗	✓
Atlassian Tool Vetting	✗	✗	✓
Full Atlassian Service Expertise	✗	✗	✓
Personality Profile (to ensure cultural fit)	✗	✗	✓
ClearHub 100% Guarantee	✗	✗	✓
ClearHub Referral Scheme	✗	✗	✓

The hiring needs of organisations differ — let's talk about yours. Contact us on +44 (0) 2381 157811 or visit [clearhub.tech](https://clearhub.tech) to learn more.