



# Major IT Leader Hits Business-Critical Deadline with Kforce's Managed Service Model

## Customer Profile

A multinational information technology company that sells hardware, software and related business services with annual revenues over \$50 billion.

**Kforce built and managed a top-performing consultant team, freeing up leadership's time to focus on key project deliverables.**

## Challenge

The customer needed to quickly identify and ramp up skilled technical resources for two business-critical initiatives.

## Solution

Kforce implemented our managed service model to drive all human capital activities, which allowed the customer to focus on the initiatives' execution and outcomes.

## Outcome

We advanced the two critical internal projects using effective resource oversight which is inherent to our managed service approach.

# Kforce Solution Hits Critical-Business Deadline

## Technology | Case Study



**17**  
consultants  
onboarded  
within 3 weeks

### Challenge

To stay competitive within the saturated technology marketplace, a multinational information technology (IT) leader recognized the critical need to advance efficiencies within its Information Solutions group. An extensive analysis of current operations identified two largescale initiatives: a high-volume data migration and an Informatica upgrade. These projects aimed to:

- Streamline business processes
- Increase operational efficiencies
- Improve reporting capabilities
- Reduce operating costs

Intensive pre-kickoff scoping for the concurrently scheduled projects revealed the need for 17 experienced IT and project management professionals.

The IT leader had been leveraging multiple contingency staffing vendors, presenting significant communication and budget challenges. Looking to optimize and accelerate their talent acquisition process for these initiatives, the IT leader turned to Kforce for help.

### Solution

Understanding the customer's contingent workforce challenges, we implemented our industry leading managed service model, an approach that includes a fully packaged resource management solution designed to increase customers' focus on business priorities.

Partnering with key customer managers to gain full project visibility, Kforce's dedicated account and delivery teams worked diligently to:

- Pinpoint experienced local and national resources across major metropolitan areas.
- Coordinate with customer leadership to identify candidates with a right match on technical and functional skills needed.
- Surpass hiring expectations, onboarding 13 extract, transform and load (ETL) developers; two report developers; and two data modelers within three weeks.

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### Solution (continued)

- Secure an Engagement Manager with deep technological expertise and significant project management experience to act as a liaison between a) the customer lead and the Kforce delivery team and b) the customer lead and the Kforce contractors engaged on the project.

Acting as an extension of the customer's staff, the Kforce Engagement Manager supervised all resources across multiple geographically dispersed sites, providing the customer with weekly updates for each Kforce consultant. These sessions included the latest on work allocation and bandwidth, weekly deliverables, roadblocks and outcomes - all of which proved instrumental in keeping the Informatica upgrade initiative on track.

### Outcome

Though initially contracted for six months, a majority of Kforce's consultants earned yearlong extensions on their assignments due to their ability to meet critical initiatives, delivery dates, milestones and engagement objectives.

Strengthened by Kforce and the customer's ongoing collaborative efforts, the managed service solution proved to be the most beneficial for the customer's needs. The value-added responsibilities provided by the Kforce Engagement Manager not only resulted in a top-performing consultant team, but also gave back time to the customer leadership to focus on key business deliverables. Overall, well-timed delivery and in-depth understanding of the customer's needs earned key leaders' trust and helped further distinguish Kforce as the organization's preferred partnership vendor.

### About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Center locations in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.