

Managed Services Solution Solves Seasonal Demands and Drives Strategic Growth

Kforce helped the customer recognize cost savings of over \$100,000 to hire consultants.

Customer Profile

One of the top five largest United States cable operator and broadband communications provider with more than 6 million customers across 28 states.

Challenge

Department managers were struggling to staff network specialist positions through its Vendor Management System (VMS) during busy season.

Solution

Kforce implemented its Managed Services solution to help the communications provider interview, hire and manage a consultant population.

Outcome

The client hired 15 Kforce consultants. The Kforce team helped the client recognize cost savings of 44% of the total budget and decrease candidate interview time from an hour and a half down to 30 minutes.

44%

of the established
budget saved

1 hour

average time saved
in interview per
candidate

Kforce Solution Solved Seasonal Demands

Telecommunications | Case Study



Challenge

Faced with seasonal demand to perform upgrades and modifications to its business internet customers, a large communications company sought qualified network specialists to alleviate its busy season workload. Constraints of having to work through its Vendor Management System (VMS) to acquire talent had previously stalled the company's resource acquisition process. With a tight turnaround on the line, the company began its search for a solutions partner outside its VMS who could:

- Identify 15 qualified network specialist consultants with a consistent skill set.
- Onboard, train and retain consultants through expedited processes efficiently and effectively.

Solution

Meeting with leadership to review current roadblocks, budget concerns and time constraints, Kforce proposed its Managed Services solution to help alleviate leadership's resource responsibilities and enable focus on more strategic business decisions.

Key to the solution was the use of a tenured Engagement Manager to manage the Kforce consultant population and communicate directly with leadership on consultant performance and issues. Customizing the Managed Services to the provider's needs, Kforce:

- Leveraged a 'Day at K' interview process to expedite and streamline the talent acquisition process.
- Identified and onboarded the Kforce Engagement Manager to sit onsite and manage the Kforce consultants
- Implemented cross-training for Kforce consultants with current employees.
- Improved communication through weekly touch bases between client managers and the Engagement Manager to provide direct insight into consultant performance and issues.

Kforce Solution Solved Seasonal Demands

Telecommunications | Case Study



Outcome

Most notably, Kforce's Managed Services solution enabled the client to better manage cyclical business demands, and significantly reduced time spent on interviewing, onboarding and managing the consultant population. Kforce helped the client:

- Recognize cost savings of \$109,000 or 44% of the established budget to hire consultants.
- Reduce interview time by 60 minutes per new hire.
- Achieve a 69% interview-to-hire ratio, notably higher than the provider had achieved from using its VMS or human resources department.
- Alleviate customer install and network upgrade backlog during busy season.
- Build a customized training playbook on all client-specific and Kforce-specific policies and procedures to enhance the consultant experience.

The communications provider retained three Kforce consultants throughout the year, and is preparing to ramp back up to the 15 consultant mark for the upcoming busy season. In addition, word of the program's success has spread to other client managers, generating excellent rapport for Kforce and strengthening the partnership for the future.

\$109K

customer cost
savings

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 Centers 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.