

Operations Team Builds Centralized Monitoring Platform While Saving the Customer \$800,000

Kforce's Managed Services Solution Provides a Scalable Model for Cloud Operations Team

Customer Profile

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

Kforce's operation team prevents thousands of incidents for technology conglomerate.

Challenge

The company's operations team lacked the bandwidth to handle the large volume of incidents on their cloud hosting platform. The director needed a scalable model to handle the increased workload and unify the departments.

Solution

Kforce delivered a 24-person operations team utilizing its managed services model. The team was unified under an engagement manager and built a centralized monitoring platform to provide automated alerts and responses.

Outcome

Kforce's managed services solution delivered top notch talent, unified the team and improved the overall operations process. The team has prevented over 3,000 production incidents and saved the customer over \$800,000.

Managed Services Solution for Cloud Team

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50

internal partners
supported by
Kforce
consultants

Challenge

A multinational computer electronics and print company's operations team lacked the bandwidth to support their 50 internal partners and the large volume of incidents on their cloud hosting platform. In addition, the team was working in silos, creating a disparity of information and inconsistent awareness amongst the teams.

The director needed a scalable model to handle the increased workload and unify the departments. Their cloud platform required zero downtime, creating additional challenges. The director turned to Kforce because of its national presence, delivery capabilities, proven track record with other teams and ability to provide a consistent operating model across multiple markets.

Solution

The director and Kforce collaborated on a solution to build out a team consisting of network operations, DevOps and monitoring engineers. Kforce proposed its Managed Services model, a customer-centric solution designed to increase the customer's focus on strategic business priorities and minimize the administrative burdens of talent acquisition, onboarding and performance management. As part of the model, an on-site engagement manager would be brought on board to act as a liaison between the customer and Kforce's delivery team and project consultants.

The recruiting strategy consisted of:

- Enterprise delivery engine: Combining efforts from local and centralized dedicated delivery teams
- Pipelining talent from local institutions and connecting with professors for entry level NOC resources
- Expedited screening process and streamlined the selection process

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24

person operation
team

3,000

production
events prevented

Solution (continued)

Kforce delivered a 24-person development operations team consisting of the following roles:

- 1 engagement manager and technical analyst
- 4 DevOps engineers
- 4 monitoring tools engineers
- 1 NOC lead
- 8 NOC support technicians
- 3 help desk specialists
- 2 application cloud and network security engineers
- 1 DevTooling engineer

The team would be tasked with improving overall operations in an “elastic cloud,” where the services are always on. After reviewing multiple options, Kforce recommended utilizing Chef, a configuration management tool that would deploy patches without any disruptions or down time.

The team built a centralized monitoring platform to provide automated alerts and responses utilizing monitoring software systems Zabbix and Splunk. Kforce’s resources accomplished the following tasks:

- 3,000+ production events prevented; 600 caught with response initiated within 2 minutes
- 95 percent prevention of repeated production events
- Chef-based framework implemented across 100 percent of application platforms
- Provided 24/7 support with NOC resources

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14

NOC technicians promoted to junior DevOps engineers

\$800,000

annual cost savings

Outcome

Kforce's managed services solution delivered top notch talent, unified the team and improved the overall operations process. Weekly meetings with the customer's leadership team are conducted to discuss progress, pipeline and process. Kforce's engagement lead has successfully managed the 24-person team spread across Washington, Oregon and Colorado. To date, eight consultants have been brought on permanently to the team.

The success of the team has led to:

- **Career Track Program**

Kforce has developed a program where junior associates receive training and progress to mid-level engineers (over the course of 3 years).

The customer has seen tremendous value in the program and has promoted 14 junior DevOps associates upon completion. This has reduced the need to ramp up new associates, while also benefiting from a 20% cost savings as compared to outside talent.

Certification Trainings

In partnership with the customer, Kforce's monitoring engineer was sent to Zabbix and Elastic Cloud certification trainings. The information learned about enterprise monitoring solutions has provided complex configuration solutions for large scale environments.

Team Consolidation

Kforce's NOC resources have performed at a high rate, allowing the customer to consolidate their additional NOC teams into one. This has led to additional annual cost savings of \$800,000.

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.