KFORCE®

Kforce Provides Software Development Solution for Major Call Center Application Upgrade

Customer Profile

One of the world's largest and oldest investment management organization with $1.39 trillion in assets.

Kforce's managed service model provided a comprehensive solution for creating a working software at the highest level.

Challenge

One of the world's largest investment management organizations searched for a partner with specialization in systems conversion to upgrade an extensive call center desktop application. The upgrade was necessary as the legacy system was leading to increased risk and expenses.

Solution

Kforce and the customer collaborated on work breakdown methodology, training and execution to transition the system to .NET. Kforce identified skill sets necessary for the transition and provided project cost estimates.

Outcome

Kforce provided technical guidance and a custom software development. This technology modernization project allows the customer to handle customer calls more efficiently without sacrificing quality of service. Over the course of two years, Kforce has helped to build 6 Scrum Teams in support of this effort. The project is trending to finish on time and within the estimated budget.

Solution for Major Application Upgrade
Financial Services | Case Study

Challenge

One of the world's largest investment management organizations needed to upgrade its widely used call center desktop application. This application would be the software solution for more than 2,000 users across multiple locations. Their 20 year-old-legacy system faced increasing risk and expenses, while also realizing the challenge of a decreasing talent pool for the outdated technology. The upgraded application would shorten call durations, reduce manual errors, and improve the customer experience.

The senior manager in charge of the upgrade sought an application that would be comprehensive, easily customizable and less expensive to maintain long-term. After exploring options with other vendors, the senior manager selected Kforce as their strategic partner due to our thought leadership and flexible engagement models.

2,000

number of users leveraging the application

Solution

Kforce's on site developers and advanced services team members reviewed the existing application and created a projected timeline. Our analysis and overall knowledge of the customer's current state allowed us to customize a multi-dimensional estimation model. The foundation of our solution offered flexible options that reduced risk, optimized cost and maintained quality.

Kforce's consultative guidance delivered:

- A detailed roadmap for transitioning to .NET

- An effective team framework designed to increase workflow efficiencies

- Project cost estimates to meet immediate and long-term goals

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Solution (continued)

The project is designed for completion in three major phases. With guidance from the engagement manager and account manager, Kforce's consultants plan included:

FTE Scrum Teams

- Developers
- Product owners
- Scrum masters
- Quality management (QM) manual/auto business systems analysts

FTE Shared Services Teams

- Business and business systems analysts
- Product owners
- Architects (data, security, solutions)
- Legacy technical support (Smalltalk/Share)
- Quality management (QM) leads
- DST relationship managers
- UX designers and UI developers

Outcome

Kforce has remained heavily engaged throughout the project's lifecycle. Strategic alignment has been ensured through weekly meetings with senior IT stakeholders and quarterly meetings with key business leaders. Over the course of two years, Kforce has helped to build 6 Scrum Teams in support of this effort. The project is currently in phase three and is expected to finish on time and within budget.

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 lcations 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.

6

scrum teams