Kforce's Agile Team Automates Manual Documentation and Expedites Customer Experience by 46%

Customer Profile

A worldwide mass media and entertainment conglomerate that includes theme parks and consumer products.

- $56 billion annual revenue
- $92 billion in assets

Kforce's team built an automated platform that eliminated hand coding and several manual approval processes.

Challenge

A worldwide mass media entertainment conglomerate struggled with constant project delays due to a cumbersome approval process. These delays were adding weeks and potentially months to the project.

Solution

Kforce's team built an automated platform with approvals integrated into the workflow to eliminate hand coding and manual approval processes.

Outcome

Kforce's consultants enabled the customer to expedite their login experience by 46%. The tool's onboarding efficiencies have gone from three months to three days.

Agile Team Expedites Customer Experience

Entertainment | Case Study

Challenge

A worldwide mass media entertainment conglomerate was hand-coding hundreds of thousands of logins requirements for their single sign on product. The coding was going through multiple legal channels, leading to months of delays before testing. The company needed to automate and streamline their process to onboard their product.

This massive undertaking of a project would require specialized engineers and designers. The company struggled to find the necessary resources and was at risk of damaging credibility with their billions of customers and potential project failures. They decided to partner with Kforce to find a solution because of our proven track record and 18 years of success working together.

Solution

We leveraged our Knowledge Staffing Process's discovery phase to understand what resources were necessary to automate the process. The following necessary resources were identified:

- Reviewing resumes with hiring manager

- Conducting 30-minute in-person interviews with hiring manager

- Performing 3-hour technical face-to-face interview with the team

- Providing manager feedback based on technical interview

Kforce put together an agile team that included:

- Product Owner

- TPM/BA

- Full Stack SDE

- SDET

- Database Engineer

- UX Designer

Solution (continued)

The team implemented complex software from the ground up using Javascript, Java, RESTful web services, SQL Server, Cassandra, MongoDB and running on a Linux Operating System. The team built approvals into the workflow, made configurations, and conducted unit testing. In addition they implemented responsive design in an agile environment using Scrum and Kanban methodologies.

Outcome

Kforce's speed to market, and delivery of quality candidates enabled the customer to expedite their login experience by 46%. The team's automated platform enabled the company to eliminate hand coding and several manual approval processes. The tool's onboarding efficiencies have gone from three months to three days. The team has grown to 12 resources today and expected to expand to an additional 14 in the next quarter. This platform is being utilized to launch all onboarding activities within the company.

46%

decrease in time for customer's login experience

12

person team

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.