



# Kforce's Managed Services Drives Productivity and Return on Investment Improvements for Major Technology Firm

## Customer Profile

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

**The customer made significant improvements to their existing model while increasing return on investment opportunities.**

## Challenge

Significant challenges were in place, due to inefficiencies with their "go-to" supplier for test operations resources.

## Solution

Kforce provided on-site leadership and accountability, resulting in maximized productivity, increased scalability and heightened control.

## Outcome

The customer gained new efficiencies through effective time allocation and project management.

# Kforce Drove Productivity and ROI

## Technology | Case Study



### Challenge

In reviewing areas of operational risk, a major technology organization realized significant challenges were in place, due to inefficiencies with their “go-to” supplier for test operations resources. Primary concerns included issues with talent acquisition, retention, training, management oversight and reporting.

Facing increased business demand and compounding risk, leadership invested in Kforce as a trusted partner to acquire and lead an initial team of 14 technicians. Responsibilities included post-production longevity tests and failure analysis, as part of the research and development process for multiple products.

Leveraging the shared risk, reward and accountability of Kforce’s managed service model, the focus was on:

- Increasing management capacity
- Growing retention rates
- Improving productivity levels
- Enhancing cost predictability
- Expediting issue resolution

### Solution

Kforce’s dedicated delivery model provided speed-to-market with a pipeline of qualified, screened resources within a one-to-two-day turnaround — one-sixth of the time typically experienced by the customer with the previous supplier.

In addition, Kforce’s engagement manager provided on-site leadership and accountability. This resulted in maximized productivity, increased scalability and heightened control through transparency in communications/reporting.

With the implementation of frequent touchpoints, including weekly status updates and quarterly reviews, Kforce and senior leadership developed a results driven, collaborative relationship. This approach helped to strengthen the ability to accurately track the team’s productivity, quality of deliverables and critical milestones.

**2 day**

turnaround on  
qualified  
consultants

**80%**

reduced time to  
qualify and screen  
candidates

# Kforce Drove Productivity and ROI

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**100%**

consultants  
retained

### Solution (continued)

Kforce also defined and established a customized training program for resources, based on the hands-on experience and feedback of the customer's engineers. The program included cross training opportunities, a comprehensive matrix of skills to identify top talent, and coverage of new and back up technologies.

### Outcome

Kforce's managed service model would become the critical differentiator needed to tackle the customer's pain points. As a result, the customer gained new efficiencies through effective time allocation and project management by Kforce.

Kforce has also demonstrated the ability to transition and secure personnel, retaining 100 percent of the consultants introduced for this project. Through a collaborative approach, Kforce has made significant improvements to the existing model while increasing ROI opportunities for the customer.

As the engagement continues and additional talent is hired, both the on-site engagement manager and site account manager continue to work closely with the customer to deliver a better product and ensure Kforce exceeds deliverables.

### 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.