

Kforce Partnership Enables Global Communications Company to Convert Over 10,000 Legacy Systems

Kforce's consultant care program keeps consultants engaged and the project on track

Customer Profile

A global communications and IT services company providing broadband, voice, video, advanced data and managed network services.

“ The supplier I recommend working with is Kforce due to their level of engagement. -Manager of Network Augmentation ”

Challenge

A multibillion-dollar merger was going to expand a leading telecommunications company's broadband footprint to impact more than 10,000 IT systems. The company sought junior level engineers to migrate the legacy systems. Not having the right resources in place, however, would put critical initiatives and projected revenue at risk.

Solution

Leadership recognized Kforce as a dedicated partner that could achieve results. Within two weeks, twenty top engineering candidates were quickly identified and offers were extended. Once onboarded, Consultant Care and strategic alignment became top priorities for Kforce. From providing regular check-ins to arranging networking events, Kforce's attentiveness helped provide a smooth transition, and quickly put the newest workers at ease.

Outcome

The success of this engagement and our dedicated customer-first approach resulted in Kforce being selected as one of two preferred suppliers with the organization. The customer's IT migration initiatives are on track to be completed on time and within budget.

Converting Over 10,000 Legacy Systems

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10,000

IT systems in
need of
migration

Challenge

At the height of a highly-anticipated merger, a leading telecommunications provider sought IT support to migrate legacy systems. This multibillion-dollar transaction would expand the organization's broadband footprint to over 300 metropolitan cities across the U.S. and impact more than 10,000 IT systems in need of migration.

There was urgency around resource needs, which included finding junior level switching and routing network engineering support for an initial one-year contract. Due to the organization's extremely remote Southwestern location, leadership recognized that attracting in-demand talent to their headquarters would be challenging. Not having the right resources in place, however, would put critical initiatives and projected revenue at risk.

Based on the quality of Kforce's incumbent consultants with the same skillset and a solid reputation for speed to market, leadership recognized the firm as a dedicated partner that could achieve results.

Solution

Kforce's transparency, consistent communications and credibility were key differentiators during the recruiting process. To overcome location challenges, Kforce's account executive and local recruiting team aligned to a customized delivery strategy that focused on:

- Mining referrals from the organization's current employees and competitive, on-site consultants
- Engaging colleges and universities near the employer's headquarters
 - Considerations were made for recent graduates with a Master's in telecommunications engineering or network engineering in place of real-world experience
- Adhering to a thorough screening process based on shadowing numerous customer interviews

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20

out of 30
potential
candidates were
selected

Solution (continued)

In addition to vetting candidates to ensure the best fit, Kforce proactively organized and streamlined interview schedules with management. Kforce selected 30 qualified candidates, a majority scored “10 out of 10” on the skills assessments. Of the 30 qualified candidates 20 were extended offers.

Once onboarded, Consultant Care and strategic alignment became top priorities for Kforce. From providing regular check-ins to arranging networking events, Kforce’s attentiveness helped provide a smooth transition, and quickly put the newest workers at ease. To ensure alignment with key initiatives, Kforce held weekly leadership status meetings and served as a liaison between the consultants and management.

Outcome

Due to Kforce’s hands-on onboarding approach and Consultant Care, the average time to ramp-up new consultants has decreased while productivity runs at a high level. In turn, leadership has given high marks on the professionalism and dedication of Kforce’s consultants, rating them as “second to none.”

The success of this engagement and our dedicated customer-first approach resulted in Kforce being selected as one of two preferred suppliers with the organization. Throughout the engagement, Kforce’s account executive has been regarded as a trusted partner to leadership, and a key asset to reducing hiring burdens and budget concerns. Backed by Kforce, the customer’s IT migration initiatives are on track to be completed 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 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.