

# Kforce Partnership Moves the Needle on Global Telecom Giant's Critical Engineering Initiatives

## Customer Profile

An American multinational telecommunications conglomerate, a leading provider of mobile telephone, fixed telephone and broadband subscription television servicing over 100 million customers with annual revenue over \$130 billion.

**Operating in one of the most competitive industries and identifying a solutions partner who takes accountability and effectively owns their work is critical to success.**

## Challenge

For one of the world's largest telecommunication and technology solutions providers, partnerships with experienced solutions providers who can help solve complex business problems is a critical driver of success.

Without solid partners, the company risked innovation. Most notably, leadership required a partner who could manage strategic initiatives with clear expectations and constant communication.

Kforce responded with a customized solution of highly qualified testing and video engineering professionals to drive and execute two business-critical projects and improve overall performance.

Kforce's solution addressed partnership needs for the short- and long-term, offering consistent touch points, performance management insights and transparency through ongoing reporting.

# Partnership Moves Needle on Initiative

## Telecommunications | Case Study



### Solution

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### Project 1

#### Optimized performance lowered costs

In addition to its core responsibilities, the engineering team managed simple reset passwords requests and pinging IP addresses work tickets.

As the 20,000 tickets generated annually began to burden productivity, the customer needed front-line ticket management support. The customer turned to Kforce to optimize the performance rate when the incumbent vendor had a 48% close rate and below average productivity.

After three months, Kforce, labeled as "life savers" by the customer's leadership, achieved an 82% close rate at a costing model of roughly 67% of the previous vendor's.

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## Project 2

### Niche engineering talent solve work backlog

Internal HR delays had stalled the hiring of critical video engineering resources to help offload a surplus of video coding work brought on by a recent merger.

Seeking niche engineering and quality assurance skill sets, the team manager turned to Kforce on the recommendation of a colleague currently using Kforce resources for senior broadcasting engineering projects.

Leveraging the specialty recruiting group, Kforce delivered eight top resources needed to complete the project, with two consultants converting to full-time employees within 18 months.

## Outcome

The Kforce partnership has solidly improved performance, becoming a significant driver of business growth.

Demonstrating a thorough understanding of the talent landscape, Kforce is the customer's go-to partner for expertise and thought leadership for specialty technology talent.

The Kforce partnership is only just beginning to flourish. Kforce has become one of the customer's exclusive partners for technology talent, and plans to increase the workload, size and scope of consultant responsibilities are in the works.

## 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 Centers 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.