

CASE STUDY: FINANCIAL INDUSTRY

CLIENT PROFILE:

This company provides federal and private student loans for undergraduate and graduate students and their parents. In addition, this organization offers comprehensive information and resources to assist students, parents, and guidance professionals with the financial aid process. The company also helps families save for college through 529 college savings plans.

NEEDS ANALYSIS:

This client partnered with BCforward to provide flexible staffing resources to fill a variety of IT related needs throughout the organization in an effort to increase responsiveness to internal IT demands while at the same time reducing organizational staffing costs. Position requirements included:

- Developers
- Architects
- Database Admins
- Test Leads
- Testers
- Technical Writers
- Business Analysts
- Program Managers
- Project Managers
- Validation Specialists

BCforward's SOLUTION:

BCforward developed a pool of qualified IT resources to address this critical organizational need. In addition, we developed the process in which requisitions were submitted, candidates were reviewed, and successful candidate selection was determined. As part of the engagement, we also established service level agreements that drive efficiency and quality throughout the process.

CLIENT IMPACT:

BCforward has been providing this service to our client for the past 8 years. The relationship that we have developed over the past several years with this client has provided several benefits over the course of the engagement. These benefits include:

- Reduced contractor cost through economies of scale
- Reduced ramp-up time through recruitment process efficiencies
- Resource scalability for both short-term and long-term needs
- Quality driven results through management of SLA's