

Managed Engagement Solution Streamlines Large-Scale System Enhancements Initiative

Customer Profile

International
banking and
financial services
holding company

- 70 million customers worldwide
- Over \$80 billion in annual revenue

Managed Engagement solution increases focus on business priorities and minimizes administrative burdens of talent acquisition.

Challenge

Bank leadership needed support to staff up to 100 professionals for a three-year engagement.

Solution

To reduce hiring time and increase consultant retention, Kforce leveraged its Managed Engagement solution.

Outcome

Kforce identified the bank's pain points and accommodated their hiring needs with fewer resume and interview cycles.

Managed Engagement Streamlines Initiative

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Challenge

One of the nation's largest international banking and financial services companies needed to implement a new platform to support operational functions within its wealth management line of business.

The project required a long-term talent acquisition strategy, with up to 100 consultants to be staffed over a three-year timeline. With such heavy resource demands, bank leadership recognized the need for a strategic partner who could help offload talent acquisition and management responsibilities.

Solution

Kforce responded with its Managed Engagement solution, a human capital management solution designed to increase customers' focus on strategic business priorities and minimize the administrative burdens of talent acquisition, onboarding and performance management.

Key to the solution was the use of a tenured Engagement Manager to manage the Kforce consultant population and communicate directly with leadership on consultant and project performance and issues.

This Engagement Manager is a seasoned IT professional, skilled in resource management, project delivery and capable of forming relationships throughout the customer's organization.

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Outcome

Overall, Kforce's Managed Engagement solution enabled the customer to better manage its business demands and significantly reduce time spent on interviewing, onboarding, resource management and retention. Establishing an intimate understanding of the entire organization and its pain points, Kforce staffing specialists accommodated hiring needs with fewer resume and interview cycles.

Since project inception, Kforce's consultant team has increased to 50+ consultants, with roles including Business Analysts, Operational Analysts, Project Managers, Project Coordinators, Data Analyst and Operations Specialists

As the project advances, Kforce account managers and the Engagement Manager continue to meet weekly with the bank's resource managers to discuss project initiatives and consultant performance, while simultaneously providing consultant care and additional staffing solutions.

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.