

# Telecommunications Giant Increases Customer Retention and Improves API Development & Support with Kforce Solution

## 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.

**Kforce's "all-in" approach increased customer retention through a committed resource deployment plan during API outages.**

## Challenge

The incumbent vendor struggled to deliver on the Application Development Interface (API) development and support workload.

## Solution

Kforce implemented its Managed Engagement solution to drive human capital activities so the customer could focus on business priorities.

## Outcome

Kforce customized a solution to improve customer satisfaction, increase retention and lower ticket turnaround time for outages.

# Solution Increases Customer Retention

## Telecommunications | Case Study



### Challenge

A multinational telecommunications and technology solutions provider jeopardized customers' satisfaction when its current API development solutions partner struggled to deliver on the workload effectively and consistently.

Seeking a stronger solution, the director-in-charge turned to Kforce after his colleagues raved about the work Kforce consultants were leading on other business-critical projects.

### Solution

Understanding the customer's objectives of improving resource quality and reducing time spent on managing the project, Kforce implemented its fully-packaged Managed Engagement solution to:

- Increase customer's focus on strategic priorities
- Decrease time spent on talent acquisition and management

The project also assigned an Engagement Manager to:

- Manage communications between consultants and customer leadership
- Track performance
- Manage deadlines
- Provide reporting and transparency to leadership

During the engagement, Kforce:

- Cross-trained and transitioned all incumbent consultants to Kforce resources within three months
- Scaled IT resources from four to fourteen as environment growth fluctuated
- Provided testing, development and outage support for new APIs and rereleases of existing APIs

# Solution Increases Customer Retention

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## Solution (continued)

Kforce delivered highly skilled IT resources:

- Software engineers
- Automation testers
- Mobility testers
- Java developers
- Mobile developers
- Technical project manager
- Solutions architects

## Outcome

The Managed Engagement solution helped the customer build a strong project team who could meet business objectives.

Kforce's "all-in" approach has strengthened the partnership, and the API engagement is now in its third renewal. Notable achievements include:

- Reduced ticket turnaround time from two days to one hour.
- Increased customer retention through a committed resource deployment plan during API outages.
- Enhanced talent acquisition with an attractive consultant referral program.
- Recognized less than five percent consultant turnover.
- Streamlined resource management processes to control spend and time card approvals.

## 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.