

Kforce Expertise Helps Leading Bank Revolutionize and Expedite QA Automation Testing Initiatives

Customer Profile

Provides consumer banking, primarily in originating, servicing, and collecting private education loans.

- \$12 billion in assets
- 1,400 employees at offices across the U.S.

This “above and beyond” service mentality has earned Kforce a spot as an exclusive partner and significantly reduced customer’s time spent on talent acquisition.

Challenge

The bank required testing support on a high profile product rollout.

Solution

Kforce leveraged its industry-leading national delivery engine to secure top QA testing talent and a highly experienced Engagement Manager who could manage the consultant population and project deliverables.

Outcome

Kforce customized a solution to meet project deadlines but also allowed bank leadership to focus on strategic business initiatives rather than talent management.

QA Automation Testing Initiatives

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10
out of 15
consultants
placed in only a
few days

20+
total consultants
delivered

Challenge

Coming off a very public divestiture, a leading consumer bank realized the importance of winning over its new customer base with a high quality, high profile product rollout. To ensure success, the bank needed to perform multiple levels of testing on the new product.

The bank faced an uphill battle, however. Access to high-quality testing resources and questions over which testing environment it would utilize were bank leaders' key concerns. Additionally, bank leadership sat cross-country from the testing site, placing a strain on communication and resource management.

Solution

In need of a partner with a national footprint to match its own, bank leaders selected Kforce and one other vendor for the first phase of the project. This initial 8-week phase required 15 resources, 10 of whom Kforce successfully placed in only a few days time. Impressed by the speed-to-market delivery, and quality of Kforce's consultants' work as the first phase progressed, bank leaders retained four Kforce consultants after the first phase ended to manage additional responsibilities.

Kforce became the sole partner for providing testing resources as new modules were released. Throughout the subsequent three phases, Kforce:

- Delivered over 20 test agents, some of whom were promoted for the high quality of work they provided
- Streamlined talent acquisition processes and reduced hiring lead time through the institution of an efficient phone screen program
- Identified an Engagement Manager with significant people and project management expertise, allowing leadership to increase focus on strategic business decisions
- Expanded the scope of the Engagement Manager to act as a liaison between customer leadership, consultant population and Kforce delivery team to improve communication and resource management

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Outcome

Kforce's national footprint and quality of service earned the high respect of bank leadership. Kforce local offices established relationships with bank leadership and test site coordinators in order to mitigate any issues/delays/dilemmas immediately. This "above and beyond" service mentality has not only earned Kforce a spot as an exclusive partner for the upcoming year, but has also significantly reduced the customer's time spent on talent acquisition.

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.