

CASE STUDY

WHITAKER IT'S TALENT DRIVES MISSION-CRITICAL PROJECT SUCCESS FOR GLOBAL SOFTWARE FIRM

The Client

A billion-dollar, global management solutions provider, this company offers a comprehensive array of enterprise systems, applications and databases that enable IT services to more effectively support business priorities and help increase business value.

The Challenge

The client, an innovative provider of in-demand enterprise software solutions, is constantly developing new applications and upgrading existing versions of its products. Meeting an ever-growing demand for its applications and services – while maintaining high-efficiency internal systems – created an ongoing need for additional IT resources to support project teams. Rather than hiring additional full-time staff, the IT department preferred to augment existing teams with external consultants. This strategy gave the company fast access to professionals with leading-edge skills who could support project teams and simultaneously transfer their knowledge and skills to internal staff.

When a new manager joined the company as IT director for finance and ERP, she faced three high-priority projects that required extremely competent project managers – resources not available in house.

The Solution

While working many late nights, the IT director often ran into a Project Manager who was keeping

similar hours. Through their interactions, the director observed that the PM was not only very competent; she was highly motivated and dedicated to the project she led. The director learned that the PM, a consultant from Whitaker IT, was wrapping up a highly complex, two-year revenue re-deployment project involving several business units and multiple legacy systems. "When I asked the consultant's manager about her, he said she was very professional, always giving and going beyond her 'required' activities without ever being asked because she knew the work had to be done," said the IT director.

The Results

The revenue project was completed successfully, saving the company 21 days during the closing cycle and enhancing the accuracy of revenue recognition. "It was extremely important and valuable to the business and the deployment was as smooth as the project itself," said the IT manager. "Whitaker's PM showed a level of dedication and hard work rarely witnessed, and was integral to its success."

Once the revenue project closed, the IT director quickly engaged the Whitaker PM for a software assessment project. "This was a critical project with the highest visibility in the company. Whitaker's PM again came though – she was brilliant," said the IT director. Since then, Whitaker IT has delivered two additional project managers to lead the director's other two key projects to satisfactory conclusions. These projects have enhanced the organization's



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- IT Director, Global Software Solutions Firm

ability to manage itself by making information readily available and easy to understand, as well as facilitating the transparency of internal controls.

"I can tell quality straight away," said the director. "Whitaker not only has the technical talent and discipline, they are very professional and amazing listeners. In every other case the salesperson talks at me, Whitaker listens to me."

Whitaker is now a valued provider of technical talent for the software solutions company, and during the past 18 months has filled a variety of positions for groups within the IT organization. Among the experts Whitaker has delivered:

- TAP Web site Developer
- Hyperian Administrator
- Testing Coordinator
- Intel Systems Administrator
- Lead Tester/Developer
- iProcurement Functional
- System Programmer
- Oracle iProcurement Developer
- Websphere Portal Developer
- Oracle DBA
- Crystal Reports Developer
- Project Manager

"Every single Whitaker employee I've met has been very valuable and helpful," concluded the IT director. "They bring me very high-quality, talented people and understand the fundamental truth: their job is to make it easy for me to buy. They handle everything from recruitment to 'administrivia' – they do it all for me and they do it well."



To learn more about Whitaker IT, visit us on the Web at www.whitakerIT.com or call 800-925-5110.