



## U.S. Banking Leader Transforms With Tech Workforce Know-How

**Industry:** Financial services

**Region:** United States

**Branches:** >3,000 across 40 states

**Employees:** >69,000

**Total Assets:** \$495B

**Solution:** Pivot Workforce Services

**Technologies:**

- Cisco® network devices
- Dell EMC® data-storage equipment
- HashiCorp® Terraform® infrastructure software
- Kubernetes® containerization
- Microsoft® Windows Server®
- Puppet™ configuration management
- Red Hat® Enterprise Linux®
- VMware® virtualization solutions

**Pivot worked closely with the bank to rapidly put in place top technical talent to get cloud-enabled initiatives on track.**

As banks respond to market volatility, changing customer behaviors, and threats from digital-only rivals, they're embracing emerging technologies. Capabilities such as machine learning, open APIs, and IoT position banks to understand changing conditions, rapidly roll out innovative offerings, and connect with customers in new ways.

But legacy software and complex data centers can hamper technology advances. That's why leading banks are migrating workloads to the cloud, where they can simplify infrastructures and benefit from cloud-native functionality.

A major bank, among the top five in the United States, delivers banking, mortgage, payment, and investment services to consumers, businesses, and other institutions. This Fortune 500 company is pursuing an ambitious plan to optimize infrastructures and processes in the cloud. But limited technical resources had become a constraint. Mission-critical technology initiatives were behind schedule – and threatening to slow both business processes and time to market.

The solution was Pivot Workforce Services. Pivot Workforce Services sources, screens, and places knowledgeable, experienced contract and contract-to-hire team members – to empower organizations with the tech know-how they need.

Pivot worked closely with the bank to uncover resource gaps, customize a process for identifying the right roles, and rapidly put in place top technical talent to get cloud-enabled initiatives on track.

### Technical Expertise for Cloud Success

Pivot began our partnership with the bank in 2016, empowering the organization's payment-processing subsidiary with procurement and professional services around server, networking, and data-storage equipment. Encouraged by successful outcomes, the organization's CTO sought our help in analyzing the state of crucial IT initiatives across the enterprise.

We evaluated the company's strategic IT projects and determined that many were under-resourced. In fact, the bank would require thousands of hours of technical resources per month to simply get the projects back on schedule – plus significant new talent to enable future projects.

To address these challenges, we developed a detailed plan to identify needed roles, create a customized process for sourcing top technical talent, and integrate temporary staff into existing teams to drive initiatives to timely, successful completion.

### Customized Workforce Processes

In sourcing the best technical talent, Pivot leveraged our rich experience delivering high-tech solutions to market leaders around the world. We also tapped our robust talent pipeline. And we applied our established knowledge of the bank's technologies, processes, and teams to select resources with the best fit.

We differentiated ourselves from less flexible workforce services providers by customizing our proven processes to meet the bank's unique requirements. For example, we screened candidates based on technical knowledge the bank requested and videotaped the process. This approach enabled the bank to quickly identify preferred candidates without bringing all applicants onsite for time-consuming in-person interviews.

What's more, we directly involved functional leaders so they could select talent that would be the best match for their departments. As a result, contractors seamlessly integrated with internal teams.

### Highly Qualified Experts

Pivot originally provided the bank with 48 contractors to help integrate a business acquisition. We rapidly filled those roles within a 12-week period.

We initially placed resources at three U.S. sites and later sourced remote workers in other geographies, including Europe. Ultimately, we placed 300 temporary roles for a 12-month period, with many roles extended to 24 months. The bank eventually converted more than 40 resources to direct-hire.

Roles included experts in Cisco network devices, Dell EMC data-storage equipment, VMware virtualization solutions, Microsoft Windows Server, UNIX, Red Hat Enterprise Linux, Kubernetes containerization, Puppet configuration management, HashiCorp Terraform infrastructure software, cybersecurity, project management, and more.

These highly qualified experts enabled the bank to complete a broad range of mission-critical initiatives. One project migrated on-premises applications to an AWS cloud using DevOps methodologies. Another developed front-end software managed with the Kubernetes platform for containerized applications.

### Workforce Optimization for Business Results

Pivot provided the bank with technical talent tailored to its unique needs. Many of those resources were cross-trained in a range of technologies, enabling the company to build out robust teams with no single point of failure in capabilities.

While all the roles perform within the bank's IT department, IT isn't the only function to benefit. Virtually every line of business takes advantage of the performance, reliability, and flexibility of the bank's revitalized infrastructure. Bank employees now have the resources they need to manage operations, innovate products, and serve customers.

With Pivot Workforce Services, the bank was able to quickly grow teams with the expertise to complete crucial projects. More fundamentally, Pivot equipped this market leader to proactively implement new capabilities to help it improve operational performance, develop new products and services, and deliver better customer experiences.

## Tangible Outcomes

**48**

Initial temporary roles filled

**12 Weeks**

Time to fill initial roles

**300**

Total temporary roles filled

**12 Months**

Initial contract period

**40**

Roles converted to direct-hire

**24 Months**

Extended contract period for many roles

### About Us

Pivot delivers best-in-class information technology services and solutions to help leading organizations optimize infrastructures, improve business processes, lower costs, and achieve strategic objectives. Our client-first approach combines leading-edge technology with expert design, rapid implementation and integration, and best-practice methodologies, powering digital transformation from the cloud to the edge to the workplace. To learn how Pivot can help you drive results, visit [www.pivotts.com](http://www.pivotts.com).

