

Case study 1 - Technology

# **SKYROCKETING COSTS? WE'LL BRING THEM DOWN TO EARTH**

One of the world's largest telecoms companies was struggling to hire and retain skilled IT staff for its two European network operation centres (NOCs).

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## **The client**

One of the world's largest telecoms companies, providing a wide range of communication services to OVER 100 million customers in more than 200 countries.

## **The challenge**

Over the last few years, our client had experienced difficulty in both hiring and retaining skilled IT staff to fill full-time positions within its NOCs.

They had turned to freelance contractors and agency staff employed on short-term contracts, typically paying above average rates.

But they felt this wasn't bringing any long-term benefits, since any investment in training would be lost as staff left when their contracts expired. In addition, the cost and complexity of personnel management was becoming increasingly complicated.

## **The solution**

We provided a skilled team of NOC staff managed by a senior nsc resource manager, along with full training and HR administration.

Our client benefitted from the longer term benefits of having in-house staff – as well as the flexibility to scale staffing levels up or down based on market conditions.

## **The results**

- We lowered operating costs by more than \$2 million in the first year
- We successfully provided 160 skilled staff across both NOCs
- We reduced the NOC human resource requirements by more than 30%
- We guaranteed provision of high-quality staff, with recognised accreditations

- We introduced the flexibility to both quickly scale up or scale down staff as required

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