



Flexible, Off-Peak Project Workforces -

Agile project solutions for executing complex projects outside regular hours, minimising disruption & maximizing efficiency.

The Client

A global healthcare provider

Client Challenge

A leading global healthcare provider was facing a significant challenge with its multi-phase firewall migration project. The client had previously engaged several IT services companies for different phases of the project, which led to high costs and difficulties in collaboration due to the lack of agility and flexibility of these service providers. The final phase of the project involved the migration of over 50,000 devices between firewall zones, necessitating meticulous planning, analysis, configuration, and testing. The client was left with three options: continuing with existing services partners lacking agility, choosing an unproven partner, or managing the project with independent contractors.



The Talentology Solution

Talentology, in collaboration with its IT Subject Matter Expert (SME) Partner, Natcams Consulting led by Nathan Richau, proactively stepped in to propose a comprehensive solution.

Leveraging their established rapport with senior client stakeholders, Trevor from Talentology and Nathan from Natcams conducted thorough consultations to deeply comprehend and analyze the project's scope.

Subsequently, Natcams and Talentology collaboratively crafted a highly adaptable and scalable solution tailored to the project's distinctive requirements. This encompassed meticulous scope planning, in-depth analysis, and the implementation of a robust project governance framework, ensuring effective management, transparent project performance reporting, and seamless communication.

To enhance flexibility, scalability, and agility, Natcams introduced an ingenious off-peak project delivery model, which strategically scheduled all change and configuration activities outside regular business hours, thereby mitigating any potential business disruption.

Furthermore, in order to assemble a top-tier team adept at efficiently handling the project's technical intricacies, Natcams leveraged its extensive network of experienced network consultants, engaging them on a side-hustle basis.

This strategic approach not only facilitated the swift and efficient delivery of results but also ensured the team's preparedness to address unforeseen issues, ultimately eliminating downtime and preserving the project's critical path.

Outcome & Benefits

1. **On-Time and On-Budget Delivery:** Despite the complexity and scale of the project, it was completed within the stipulated timeline and budget, spanning over nine months.
2. **Flexible Pause and Resource Retention:** Natcams demonstrated flexibility by accommodating two project pauses due to unforeseen internal issues, without incurring any additional costs for either the client or Natcams. All project resources were retained during these pauses.
3. **Rapid Scalability:** The project could quickly scale up its services when needed, thanks to Natcams' documented Intellectual Property (IP) for onboarding and inducting new resources efficiently. This ensured that the project could adapt to changing requirements without delays.
4. **Client Satisfaction:** The client expressed immense satisfaction with the project's results and outcomes, highlighting the successful collaboration between Talentology and Natcams Consulting.
5. **Enhanced Risk Mitigation:** By leveraging experienced senior consultants, the project minimized risks associated with unexpected challenges, ensuring the project's stability and continuity.
6. **Cost-Efficiency:** The use of Natcams' side-hustle model allowed the client to benefit from senior-level expertise without incurring the full-time costs associated with permanent hires or large IT services companies.
7. **Reduced Business Disruption:** The off-peak project delivery model minimized disruptions to the client's daily operations, preserving productivity and customer service quality.



Conclusion

In conclusion, Talentology's innovative approach, in partnership with Natcams Consulting, not only met the healthcare provider's complex project requirements but also provided a flexible, cost-effective, and agile solution, delivering significant benefits compared to traditional recruitment companies or large IT services providers.

This case study highlights the success of employing a flexible, off-peak project workforce in efficiently managing a complex project, resulting in cost-effective solutions, minimized disruption, and enhanced client satisfaction.