KFORCE®

Business Intelligence Initiative Risks Failure Due to Lack of Resources

Customer Profile

Large health insurance provider

- Over 3 million members
- More than $10 billion in annual revenue

Kforce's resources kept this critical data initiative on track.

Challenge

The company sought additional IT support to execute its new Business Intelligence (BI) strategy.

Solution

Kforce's practice leaders evaluated the customer's technology needs and provided hiring process recommendations.

Outcome

Kforce quickly placed 17 Extract, Transform, Load (ETL) consultants, successfully getting the project back on track.

BI Initiative Improved with Kforce Solution
Healthcare | Case Study

Challenge

When a health insurance provider began rapidly expanding its customer base, they found that its operational database and data warehouse weren't sufficient for the millions of customers they had grown to serve.

The company laid out a new BI strategy, but found the task was too much for its limited IT staff. The ETL process was particularly difficult because the provider couldn't find the resources it needed for the immense task.

After spending millions the previous year on a large BI initiative utilizing traditional staffing firms, the provider was still unable to find the right resources to get the project done. With their reputation on the line, the provider's new leader turned to Kforce to help get this critical initiative back on track—based on our specialization in data warehousing and ability to leverage some of the top BI consultants in the country.

Solution

Kforce engaged its senior leadership with the customer's project leaders to assess the implementation strategy and where Kforce might best be able to add value.

After evaluating the BI strategy and hiring process, Kforce found the company was losing the best talent in the market because the hiring process had several bottlenecks. Kforce recommended to integrate end-to-end efficiencies into the process by:

- Adding video interviews to save time for consultants and hiring managers
- Expediting the interview process by hosting and engaging the Kforce International Talent Solutions Group, which leverages foreign-born workers
- Managing the completion of the resource deployments once incremental project phases were completed

Outcome

Kforce made strategic recommendations and helped improve the competitiveness and agility of the hiring process; Kforce placed 17 ETL professionals with the company in a matter of days. Kforce saved the company valuable time and money by offering "on demand" resources, and putting the project back on track and on budget.

The firm was so impressed with Kforce's ability to provide superior resources, they asked for help on the next phase of their BI strategy, which involved upgrading its BI software tools to a new version of IBM Cognos. The company named Kforce a key partner for further projects, a relationship that is sure to grow along with the company.

17

ETL professionals delivered

About Kforce

Kforce is a professional staffing and services provider, offering critical support for Health Information Technology (HIT), revenue cycle management and Electronic Health Record (EHR) initiatives. Our portfolio highlights work with more than 400 providers, payers and healthcare service organizations, and a talent network featuring more than 2,000 highly skilled resources across the country.