



## Case Study

International banking and financial services company challenged by mandated, system-wide infrastructure upgrade utilizes innovative thinking to meet compliance timeline

**Client:**

An International and Domestic Mortgage Banking and Diversified Financial Services Company

**Industry:**

Financial Services

**Service Offering:  
Staffing Services**

- Communications Staffing Services



**The Situation:** An international and domestic mortgage banking and diversified financial services company was updating its telecommunications system in response to the regulations set by the FCC's Telephone Consumer Protection Act (TCPA). The TCPA was created to address consumer concerns over unsolicited telephone marketing calls, but also sets guidelines that govern a corporation's telephone communications with consumers, regardless of relationship. These guidelines require a company's name and phone number to appear on Caller ID – a modification that each company must make to its corporate telecom network.

**The Challenge:** The client was working under a strict timeline to complete the TCPA mandated, system-wide updates to its telecom infrastructure. At the same time, the client was experiencing company-wide growth and the client's small telecom department was not equipped to handle the increase in telecom projects, PBX installations, and telecom trouble tickets. This significant rise in workload, on top of the ongoing projects for the client's multiple business units, prompted a need for temporary staffing resources. However, the client did not have a temporary staffing budget to pull from. The client needed a partner company with the experience and resources to quickly staff the open telecom requirements using a creative billing approach.

**The Response:** As a premier provider of technology staffing and services, TEKsystems'® extensive communications staffing experience and specialized communications contract employees were appealing to the client. After working closely with the client to identify and understand the project's precise needs, the TEKsystems team devised a contemporary staffing and billing plan to complement the client's business model. TEKsystems then deployed two teams of four telecom project managers for six months to synchronize efforts in completing the necessary system updates. From a home base at the client's corporate headquarters, TEKsystems' project managers coordinated the updates between the client's engineering and implementation groups and the outside vendors that control the nationwide telecommunications network. The project



managers also provided their quality assurance expertise to help ensure proper project completion. In order for the client to track individual project spend, TEKsystems generated weekly purchase orders based on a pre-approved rate matrix in lieu of the typical hourly staffing rates. TEKsystems' custom billing plan allowed the client to designate specific contract employees to different projects and completion dates.

**The Result:** TEKsystems' involvement in the first phase of the client's important TCPA compliance project helped the client adhere to its strict timeline. The original project was delivered on time and under budget, and TEKsystems' specialized resources were also utilized in completing some of the client's other open projects. The client was so impressed with the high quality and professionalism of TEKsystems' contract employees, many were converted to full-time employment in the client's telecom group. The client has already engaged TEKsystems for assistance with the second phase of its TCPA compliance project.

**The Technology:** Meridian Options 11-81; CallPilot; Norstar; BCM; Aspect; Nice; Concerta/Melita; Stratasoft; Meridian Mail; Symposium