



Case Study

Leader in investment banking and financial services required round-the-clock support of its flawless application production environment

Client:

A Leading Global Financial Services Firm

Industry:

Financial Services

**Service Offering:
Staffing Services**

- Applications Staffing Services



The Situation: A leading global financial services firm was looking for high-level WebLogic™ and Microsoft® Windows® engineering resources to augment the technical support staff in its treasury and securities business line. Overall, the client has assets of \$1.2 trillion through operations in more than 50 countries, and is considered a leader in investment banking and financial services for many of the world's most prominent corporate, institutional, and government customers. The client's treasury and securities business line provides worldwide investment, transaction, and cash management support to CFOs, treasurers, issuers, and investors. It also services more than \$9.1 trillion in assets, \$4.5 trillion in debt management, and more than \$250 billion in equities.

The Challenge: The client had just deployed its new online account balance system, which operates on the robust, web-based, WebLogic platform. This system allows the client's elite treasury customers to access real-time, accurate data pertaining to cash flow and other account status details. The online account balance system is an extremely critical, high profile project and is a significant part of the client's continued success in the treasury services arena. The support team for this application emphasizes flawless execution and service to the client's top customer base. Hard-to-find WebLogic and Microsoft Windows engineering professionals were needed to help maintain the large application production environment.

The Response: Due to the high visibility of the treasury and securities group and the need for round-the-clock support of its application production environment, the client sought a partner that was able to quickly provide resources with very specific and non-traditional skillsets. As a premier provider of technology staffing and services, TEKsystems® strong nationwide recruiting force and relationships with approved specialty sub-vendors appealed to the client, and was therefore selected as one of the client's main preferred vendors. TEKsystems worked closely with the client to identify the project's precise technical needs and exceeded turnover limitations by fully understanding the soft skills necessary for success in the client's high pressure, challenging environment. Since early 2005, TEKsystems has provided numerous Technical Professionals, including WebLogic Administrators, WebLogic Engineers, Windows Administrators, and Project Managers.



The Result: In today's competitive financial services market, many customers rely on innovative and ongoing business development programs to attract and hold their business. TEKsystems' uniquely skilled professional consultants have helped the client enhance one of its most critical systems, which is a core part of its treasury and securities business. The client has been able to comfortably step back from the recruiting and hiring burden of hard-to-find, niche employees, thus leading to valuable cost and time savings. As with any high profile line of business, the client expected assigned resources to be precise and to perform up to standards. TEKsystems' thorough recruiting methods help identify employees that are ready for the challenge of regular overtime, weekend work, and constant deadlines. Successful support of the client's online account balance system will not only enhance this service offering for customers, but will lead to the application's replication and implementation in other areas of the client's business.

The Technology: Microsoft® Windows® Web Application Server; WebLogic™ Application Server