



people powered  
business solutions

# Financial Services Case Study



## CLIENT

Leading Global  
Financial Services Firm

## INDUSTRY

Financial Services

## SKILLS PROVIDED

Agile, App Development,  
Artificial Intelligence,  
Big Data, Business  
Intelligence, Database,  
Digital, Engineering,  
Hadoop, Infrastructure,  
Project Management,  
UX/UI Development, &  
Technical Writing

The Judge Group was engaged as a new preferred IT staffing partner for a client who is a leading global financial services firm and one of the largest banking institutions in the U.S., with worldwide operations. Within one year, and against eight legacy suppliers, Judge established itself as the client's #1 ranked vendor.

## THE CHALLENGE

One of the world's largest financial services companies was looking for partners with a national footprint that could meet their high standards for technology projects and talent.

The company was evaluating their technology talent partners while simultaneously considering a small number of new vendors. The client undergoes an evaluation process at least once every five years to ensure their supplier base is made up of the best-in-class vendors and that their contingent workforce consists of only the top talent.

The client required a partner with a national footprint to place talent and complete projects across the United States. At the time, the vendor base consisted of seven national vendors and one regional vendor that focused on their largest corporate locations in NY and OH. The client also saw upcoming demand for various technology services and wanted to prepare for their future needs.

## JUDGE VENDOR STATISTICS:

- 243 current resources
- 100% response rate
- 93.5% retention rate
- 30 - 35% conversion rate
- 98% of resources are W2 employees eligible for hire
- <10% subcontracted





## THE SOLUTION

Judge leveraged its extensive financial industry experience, national footprint, and unique ability to customize a dedicated delivery model to satisfy the client's high expectations.

The Judge Group was approached to participate in a rigorous evaluation as one of the potential new vendors on the program. With over 35 offices across the US, Canada, China, and India, Judge was uniquely positioned to meet their requirements. Utilizing years of financial services experience to fully understand the client's needs and industry regulations, Judge undertook an intensive internal evaluation and developed a customized resource allocation process for the client.

In order to fully support the client in one of their largest locales, Judge built a dedicated delivery center that included devoted local and national account management. Additionally, Judge allocated a team of resources across each location in the U.S. to support the client in that particular market.

## THE RESULT

Within only one year and against a field of legacy suppliers, Judge was able to establish itself as the #1 ranked vendor on the program.

After being awarded preferred vendor status, The Judge Group quickly became the #1 ranked vendor on the program. Categories where Judge topped the charts against one new vendor and eight legacy vendors include hires, bulk buys, compliance, attrition, conversion to FTE, SLAs, subs, and internal hires. Judge has completed projects for the client across their businesses, including:

- **Operations** – Judge provided 19 Project Managers of varying levels to help keep up with a growing workload of business and technical requirements writing projects.
- **Mortgage Banking** – Judge sourced 28 technology professionals for application development, regulatory projects, cyber security initiatives, and document management.
- **Commercial Banking** – Judge delivered 48 developers in the Pacific Northwest, Midwest, and East Coast for UX/UI initiatives. Those initiatives were aimed at enhancing the desktop/mobile/tablet experience for customers by building best-in-class digital applications and API's using master level HTML, CSS, and JavaScript.
- **Technology and Risk** – Judge supplied 15 technical writers to re-write standard enterprise-wide procedures and processes for access requests from clients.
- **Commercial Banking** – Judge supported a companywide initiative to move departmental operations to a new, less expensive East Coast location with 28 resources ranging from project managers and developers to business systems analysts and QA professionals.
- **Global Payments** – Judge provided 19 professionals in a large Midwest city to build two Agile delivery teams comprised of developers, business and quality analysts, scrum masters, and onboarding coordinators, to meet the client's aggressive delivery schedule.

In addition to technology and talent solutions, the client is also utilizing **Judge Learning Solutions** for training projects including:

- **Mainframe Bootcamp** – Consisted of two programs (6- and 9-weeks) customized for newly hired college graduates working in the Card Services team to serve as orientation for their specific job requirements.
- **Spring Training** – Training for several teams of developers to better utilize the Spring framework.
- **Scrum Master Training** – Training for Agile team members to obtain Scrum Master certification.
- **Custom 5-day Hadoop Admin and Developer Course** – Training to position team members to perform tasks as an administrator and developer within Hadoop to better embrace and utilize Big Data.
- **Agile Transformation Training** – Training for 750 Scrum teams (7,500 FTEs) across the US and India as well as white glove instruction for executives and leaders.

The Judge Group continues to outperform the pool of suppliers and works with the client on a wide variety of current and future technology projects.

Want to learn more about the solutions we  
can provide to your financial  
services company?

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Call Judge at (800)650-0035  
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