



CASE STUDY:
MILITARY RETAIL & IT MODERNIZATION

Mission Critical Talent: How Judge Helped Modernize Military Retail IT



SOLUTION:

Strategic IT Staffing & Consulting

VERTICAL:

Military Retail

MEASURABLE PERFORMANCE & KPIs:

Accelerated Time-to-Hire

Improved IT Talent Quality

Reduced Turnover & Costs

Digital Infrastructure Modernization

Omnichannel Retail Enhancements

CORE THEMES:

Mission-Critical Talent Delivery

Agile & SOA Enablement

Scalable Staffing Model

“We knew we needed a strategic partner that had the ability to deliver quality resources at competitive pricing and under tight deadlines. The Judge Group understood our needs and delivered a custom solution that has exceeded our expectations. Not only were we impressed with Judge’s delivery process and world class customer service, the quality of their resources are second-to-none.”

Former EVP & CIO,
Military Goods and Services Provider

OVERVIEW & CHALLENGE

A global retailer serving 33.5 million active-duty military, veterans, and their families, faced mounting pressure to modernize its IT systems while reducing costs. Their recruiting and onboarding processes were slow—taking up to 12 weeks—and plagued by high turnover. These staffing gaps threatened critical retail initiatives, including omnichannel upgrades and on-base customer experience improvements. Without a scalable solution, the retailer risked operational delays and diminished service quality for its military community.

APPROACH

Judge partnered with a military goods and services provider to implement a high-performance staffing model. The approach included:

- Dedicated delivery team with 24/7 support
- Onsite resource management
- Agile PODs aligned to transformation streams
- Flexible scaling of resources based on priorities



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SOLUTIONS & RESULTS

- Introduced SLAs for 100% job coverage and resume submittals within 6–12 hours
- Established 24/7 account team and onsite Judge Resource Manager
- Sourced niche IT skillsets including COBOL, Oracle RMS/ RPAS, and STIBO
- Provided Agile and SOA training via Judge Learning Solutions
- Enabled direct access to Judge Consulting for strategic IT support

PERFORMANCE METRICS



375+

placements since 2015



110+

active contractors maintained for
3 consecutive years



95%+

fulfillment ratio



85%

submittal-to-interview rate



99.9%

offer-to-start success

WHY IT WORKED

- Rapid delivery of niche IT talent
- White-glove contractor management
- Embedded training and consulting support
- Scalable staffing aligned to military mission needs