

Case Study: Staff Augmentation



Business Need

Time Warner Cable (TWC) is a major U.S. cable company, listed on the S&P 500 index with over 13 million customers spanning 29 states. Time Warner Cable provides triple play services (voice, video and internet) to residential and business customers using a complex fiber and coaxial network. With over 47,000 employees, TWC relies on Keshav Consulting Solutions (KCS) to provide staff augmentation and recruiting services.

TWC made the critical business decision to expand its service offerings to leverage new networking technology that would enhance the quality of service delivered and serve as a platform upon which the company could add additional products. This investment was an integral part of the company's ability to remain competitive in its market.

To accomplish its goal, TWC needed to make major upgrades to its network infrastructure. Specifically, it required additional staff such as project/program managers, network architects, network engineers, software developers and site supervisors. TWC found itself short on resources. These factors prompted the company to seek external assistance but TWC was wary of using contractors because that limited its ability to retain control over resources. Keshav Consulting Solution's technical recruiters and proven success on a national level enabled TWC to move forward with using KCS as the staffing provider.

Solution

KCS crafted a unique staffing solution that allowed TWC to maintain control over their network's direction and progress. TWC submitted job requisitions for IT, Layer 2 and Layer 3 resources to KCS recruiters. These recruiters, many with engineering degrees were able to sift through resumes and interview candidates that would be the best fit for TWC. This pre-screening process expedited the sourcing process and enabled TWC to find candidates for positions across multiple geographies.

Over the next several months, KCS was tasked with prepping each facility prior to the implementation of network upgrades and installation of new equipment. These newly hired employees performed a range of duties from cabling, warehouse operations to provisioning circuits – time critical tasks the client needed to meet to launch new services over the DOCSIS 3.0 protocol.

Benefits

KCS was able to deliver this project ahead of schedule and under budget. As a result of this partnership, the client was able to reduce the total project cost by 20 percent and staff locations on a nationwide basis. This enabled TWC to complete the project ahead of schedule and under budget. Most importantly, TWC is now able to sustain its competitive advantage and favorably position itself for future growth.