



# By investing in our staff – we invest in your business

Flexible resource solutions for business

*We understand that your staff are most valuable asset and central to your companies internal business culture.*



## Banking & Finance Case Study

### CLIENT DESCRIPTION

Our clients include of a number of leading financial institutions such as investment banks, asset management firms, credit organisations and private banking companies.

#### Business Challenge:

Our client, a leading global bank, faced a range of business challenges which had previously stunted growth and prevented business objectives being met. Using our best practices framework, people, tools and techniques, Stage provided pragmatic solutions to ensure our client's business objectives were met.

As the company grew the Central IT function had a burgeoning list of outstanding projects, some of a critical nature with other projects always being 'moved down the list' and therefore never being completed. Alongside this, the IT department was undergoing a vital restructure due to a huge increase in the demand for its technology and services.

### SOLUTION OVERVIEW

Stage was called upon in November 2013 to provide Infrastructure & Engineering IT expertise and internal IT support. Alongside this, we also supplied a number of Project Managers with the right background, excellent industry knowledge and the right level of seniority in order to get our client's unresolved projects completed, In addition to these resources we appointed a dedicated delivery manager who ensured the virtual teams were managed effectively and provided a strong focus around SLA management and customer satisfaction. The consultancy based services that Stage provided complemented the overall engagement and guaranteed our customer's business objectives were met.

Stage was identified and selected from a long list of leading multinational consulting, technology and outsourcing service providers because of the outstanding value for money we provide; our uncomplicated and effective approach to supporting our clients and our record of exceptional customer care.

As well as ensuring our customer could scale short terms resources effectively, we were asked to be involved in the longer term development of the bank with contracted teams taking permanent positions and Stage assisting with overall recruitment of permanent members.

#### What did our client have to say about us?

"Stage have helped transform our IT operations and will be a central part of our resource strategy moving forward. Having a delivery manager take ownership of our extended teams made a world of difference"