



Contingency, Project and Managed Service Provision

Client : Freshfields Bruckhaus Deringer (FBD)

FBD are one of the worlds leading Magic Circle Law Firms employing in excess of 6,000 staff in 28 countries.

Contract Connections (CCL) originally supplied a contingency resource to the infrastructure team following an extended period where the existing "preferred agent" had not been able to source a suitable candidate. Over the next two years CCL placed further candidates into this area and developed a strong client relationship with the line manager, who introduced us to the Help Desk Manager who also required some additional resource that was not forthcoming through existing channels.

The manager within this area then took responsibility for the 2000 migration and CCL provided the team of seven who travelled to all the FBD locations implementing the roll-out. All candidates had to have the relevant skill set for the roll-out and have the ability to travel globally at short-notice. Following the successful migration, the CCL contractors were retained in support functions.

The Head of Customer Support was looking to change the Help Desk function into a true Service Desk, which resulted in the redundancy of several permanent staff. CCL were engaged to find suitable technical replacements on a contract basis which involved the technical testing, personality testing, referencing and CCL's existing screening techniques of candidates to strict deadlines.

For several years CCL continued to provide Service Desk and Infrastructure contractors as well as DBA's, Applications Developers, Business Analysts, IT Trainers, Project Managers, IMAC Engineers and Solutions Architects. We also started to provide permanent members of staff including Service Delivery Managers, Trainers, Applications Developers, ITIL Implementation staff and Continuous Improvement.

In 2006, FBD implemented major changes to the Global Customer Service community and sought to implement Managed Service Solutions for the Service Desk, IMAC, Local Support and Operations environments.

CCL bid for all four services and have been awarded all four, two on a co-source solution.

Since 2006, CCL's incumbents have been supplied on a fixed monthly cost basis with guaranteed back-fill of any seat delivered with penalties for non-delivery.

There are 14 analysts deployed to the Service Desk, nine to the Operations environment, two to IMAC and a range of IT Trainers, BA's, PM's and Continuous Improvement Analysts forming the Managed Service.