



Contingency and Project Team Provision

Client : Cadbury's

Contingency IT Staffing for the Global HQ

Contract Connections were engaged to provide a business as usual (BAU) / project support team for the global HQ of this FTSE listed company. The HQ is the hub of the organisation as it is the working site for the board of Directors, senior management and associated support staff. Given the demanding nature and business criticality of the user community, it was essential to engage high calibre individuals. The skill sets were Microsoft based across a range of desktop applications and back-office related areas. An initial team of seven highly responsive customer focussed support personnel were brought in. Within six months the change in perception of IT was significant and the buy in from the board of Directors acted as a springboard to carry out further enhancements within the organisation.

Contingency Staffing for the IT Service Desk

Cadbury's front line Service Desk is based in Bourneville, Birmingham. There had been a history of personnel issues including staff morale, attendance and technical capability. Contract Connections were introduced to the Service Desk Management team with an objective to transform the working practice and efficiency of the team. Contract Connections have supplied all of the current personnel on the 18 strong service desk. Where budgets have allowed, staff have been hired permanently and the longer serving team members have been seconded or promoted to other areas of the IT function. Morale, attendance and technical capability have all improved significantly and the team now operate over the desired 80 % first time fix rate.

Project Team Provision - Lotus Notes to MS Outlook migration

Cadbury's carried out an international mail migration from Lotus Notes to Outlook on Exchange affecting over 400 sites and 60,000 email accounts. The project was significantly slipping against its time lines and the budgets were spiralling out of control. Contract Connections provided a 50 strong UK and Ireland team to provide a mixture of support / coaching based personnel. There were four teams, each with an assigned team leader based across set regions throughout the UK, extending from Devon to Yorkshire. The skills were spread across first line Outlook support, second line technical support and floor walking / training. The teams were required to carry out very irregular working patterns / hours and across a number of locations often at very short notice.

Contract Connections worked with the client to produce the scheduling for the project and took responsibility for the management of the schedule once agreed.

All personnel deployed were technically vetted in addition to our existing selection process, issued with project team identifying polo-shirts and put on a completing bonus scheme.

The project was completed on time and Contract Connections worked within the strict budgets that were set.