

Staff Augmentation Case Study

Background and Client Challenge:

A major financial services firm decided to implement a new trading platform from an older proprietary trading platform. The decision was to with Charles River, a leading vendor in this space with a host of related capabilities including Compliance and trade monitoring. Charles River is one of the more complicated trading platforms to implement, and the firm made the right determination that they did not have the in-house expertise to implement Charles River. The firm called C&A Resources to help them staff for the implementation. Their need was to source experienced Charles River specialists that were experts in various roles related to the implementation. Some of these people can be difficult to source.

Solution:

C&A Resources, through its extensive experience of staffing for trading platform implementations, contacted many integration specialists with specific Charles River experiences. We identified the right experienced professionals that possessed a rare blend of the technical product knowledge, and understood the client's company culture. We consider it very important that the person possess the right technical expertise along with the ability to be able to work in the client's environment. As the project progressed, C&A Resources suggested and assisted in finding a senior project manager/business analyst. The senior project manager's role was to raise the overall implementation from a micro-level to a more complicated cross-functional project plan. As the Charles River implementation project plan progressed, C&A Resources was contacted to help staff the project at various stages. So, when it was time to perform user acceptance testing (UAT), C&A Resources sourced the quality assurance professionals to manage the testing process.

Results:

The Charles River's trading platform and related applications were successfully implemented at the firm. C&A Resources played an important role to sourcing the proper experienced professionals to create and manage the project plan. And, more importantly, we sourced the right people with the breath of experience required to perform the implementation at varying stages of the project, along with the soft skills to be able to work well with the client. C&A Resources kept track of the project plan's progression, so that we could anticipate project staffing needs that the client would need. C&A Resources acted as a partner to our client, and not just as a vendor, and played an important role with the success of the Charles River implementation. Finding the right persons to perform project governance and to perform the trading platform implementation was crucial to the project's success. We were able to augment their current staff with an extremely talented group of integrators, including project managers, business analysts, and quality assurance professionals quickly and cost effectively. This was a successful implementation of a very complex technical product.