

Our client, a leading Canadian provider of integrated knowledge solutions for legal, tax, finance and human resources professionals, as a result of mergers and acquisitions, found itself with several older platforms and unsupported applications that needed to be updated and integrated with their existing environment and platforms. Not taking action would have left several departments unsupported, or at risk of not being able to operate and communicate with other divisions and departments.

Because of these issues and changes, they required several software developers to assist with this migration, but had a very limited budget to do so.

Along with one other IT Resource Provider, Bagg Technology Resources (“**BTR**”) was tasked with the challenge of sourcing, vetting, and presenting high-quality Developers with unique skills: proficiency in Perl, knowledge of SGML, familiarity with macros and API calls, and was required to do so within a short period of time and within the limited budget available.

## TARGETED RESOURCES

The team at BTR created a targeted recruitment plan, and immediately reached out to individuals on their ‘bench’ (candidates with previous experience working with BTR) to determine their immediate availability, and to gather referrals from their personal network for Developers with similar skills. This was followed by a campaign to reach out to recent graduates of distinguished educational institutions (such as University of Toronto, and McMaster University) as well as co-op students, and other well-educated individuals that would fit this requirement. The success of this professional and dedicated campaign, coupled with the detailed knowledge of both the requirements of the project and the needs of the client, resulted in BTR being awarded 4 of the 5 Software Development roles.



As a result of the contributions of our dedicated resources and their commitment to the project, our client completed the project in June 2013, on time, and well within budget.

Within the scope of the project, our team’s accomplishments include:

- Providing programming and content conversion services as part of a two year migration project to achieve **significant cost reductions** for our client's Analytical Group.
- Supporting over 50 editorial end users by providing **timely and accurate issue resolution**, ad hoc training and conversion support requests for aggressive monthly publishing schedule.
- Effectively collaborating with the project team and ticket prioritization, successfully supporting the client’s annual publishing program worth over 50 million dollars with **100% on-time releases**.
- Enabling our client to realize **over 2 Million dollars savings** year over year.

**OVER \$2M SAVED**  
**YEAR-OVER-YEAR**

The development team was recognized at the corporate level, and was presented with the **2012 Legal Award for Performance**, by the President of the Legal division, and our client has extended the contracts of half of the team, and has hired one of the developers on full time.