

## CASE STUDY

**IT Support x3**

**Desktop Support x3**

## INDUSTRY

Superannuation

## COMPANY SIZE

Medium; 500+ employees



## BUSINESS SITUATION

The company required numerous support elements, including an outsourced IT support desk that covered Level 1 and 2 functions, structured reporting aimed at making more informed decisions, and additional support to rollout projects that were under resourced.

After previously engaging a Big 4 consulting firm and facing challenges with budget and staffing flexibility, the company was searching for an alternative business solution that offered more flexible staffing options for IT projects, and greater transparency of the project deliverables.



## THE SOLUTION WE OFFERED

Through Robert Half and Protiviti, the client had access to deep expertise and a tailored approach to consulting and managed services to assist them with the outsourcing of their support desk and reporting.

Robert Half provided the client with a cost-efficient and flexible talent solution. Through their extensive experience of offering robust specialised talent services, the company was able to select their preferred candidates from a pool of qualified IT and desktop support personnel with the freedom to select and re-deploy staff as project demands shifted, without incurring additional recruitment fees.

Moreover, in the event that additional professionals were needed, Robert Half's dynamic talent solution was able to provide the company with specialised contractors to be interviewed, approved, and deployed within the hour to meet the company's needs.

To address the reporting visibility challenges, Robert Half and our consultancy arm Protiviti provided monthly status updates with a Director assigned to lead the reporting. This partnership offered the company enhanced standards of reporting and insights into the functionalities of the project, as well as helped them identify issues that may be linked to current business processes.

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## CLIENT'S RETURN ON INVESTMENT

Since the managed solution began, the company has leveraged Robert Half's talent solution to address not only immediate IT support enquiries, but also save both time and resources when it came to recruiting high-quality IT talent.

The partnership with Robert Half and Protiviti revealed several internal systematic issues that could be resolved, so the IT support could consequently move through tickets faster as time went on, increasing productivity significantly.

Consequently, the company was able to utilise the technical expertise and consulting benefits of Protiviti to run their service desk, review the business operations, and remedy challenges on the go.

This holistic partnership has now been running for several years and is still ongoing with Robert Half continuing to offer specialised staff to cover the company's Level 1 and 2 IT service desk requirements and reporting on a quarterly basis.

We can help you with your most complex talent sourcing needs.  
[Speak with a Consultant](#) today or submit a [job order form](#).

