Retail Giant Finds Scarce IT Talent & Modernizes In-Store Operations with Capstone IT's Staffing Solutions
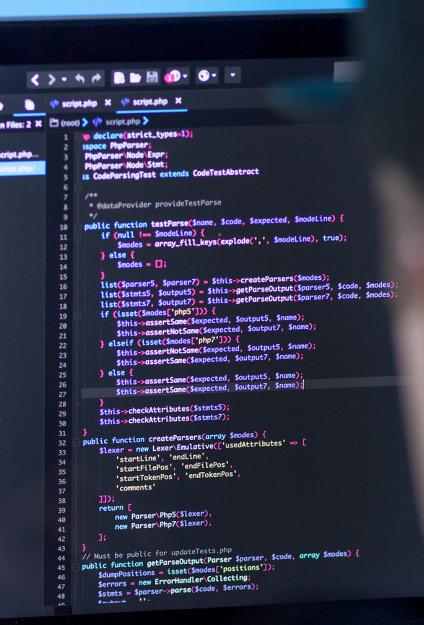
Case Study

Key Takeaways:

- A national retail giant wanted to modernize their in-store applications and operating systems, but struggled to find the right talent.

- Capstone IT used our combined knowledge of IT solutions and technical staffing to quickly find four high-quality candidates.

- The client hired this team and continued to work with Capstone IT to grow their workforce and capabilities considerably.
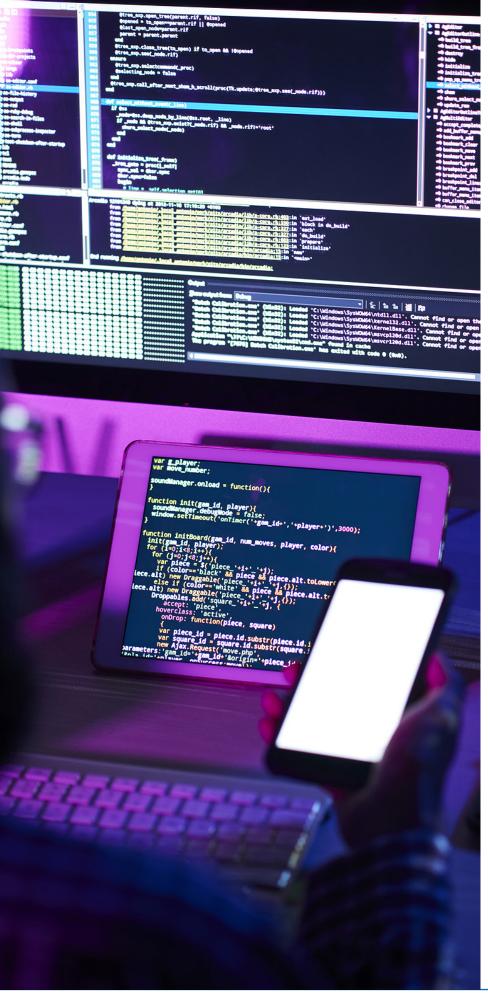
The Challenge:

In today's market, traditional retailers feel increased pressure from online-only vendors, elevated customer expectations, and escalating service-level demands. Brands that thrive, now and in the future, will do so by leveraging greater technical abilities to enhance their in-store and overall sales experience.

Our national retail client understood this imperative and recognized the need to modernize their in-store operations to better engage customers. A good starting point was their legacy in-store application and outdated operating system. Remaining competitive would require them to create a more efficient, customer-friendly alternative to their existing transactional systems.

Though they had an IT project roadmap in mind, the client was struggling to find local talent with extensive knowledge AS/400 legacy systems, Java, and Linux to fill four open positions. Hiring for system modernization was difficult – even some of their traditional staffing vendors struggled to deliver qualified candidates. One of our client's stakeholders suggested working with Capstone IT, referencing the positive outcomes of our IT solutions collaboration and our reputation for exceptional IT staffing.

The Solution:

As with every partnership, the Capstone team dedicated our attention to learning about the goals, challenges, and values of our client before finding qualified candidates for their position. Our recruiters were quickly able to source top IT talent to fit their technical and cultural requirements. Moreover, our technical screening process leveraged a third-party system and our internal SMEs to verified several Java Developer candidates who could also read and interpret RPG code.

> **"At Capstone, it's expected that we make sure that people can do the job."**
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> *- Trevor Martin, Sales Lead – Central Region of Capstone IT.*

Within 48 hours of submittal, the client arranged interviews with all four candidates. Each fit their criteria and they moved quickly to onboard them. In fact, our response time was so quick we had to wait on the client's MSA to get them started. Our team started all four Developers on the same day to maximize the client's onboarding budget. Our Head of IT Staffing, Roger Kipe, even made the trip from Omaha to be present for the consultants' first day, showing the importance of this partnership.

The Results:

The quality of the Developers we provided in such a short time encouraged the client to rely upon the Capstone team as their modernization project grew in scope. The initial assessment showed the digital transformation would be significantly larger and longer than their projections. As a result, the client needed even more skilled IT professionals to modernize their in-store systems.

In the first six months, we provided 20 Developers to help them with the application development process. Over time, we grew into providing their team with QAs, Automated Testing experts, Project Managers, Scrum Masters, and Business Systems Analysts. The steady flow of top professionals continues to help them achieve their objectives better and faster, retaining more customers in the race to hold market share.

Isn't it time you find singular people to transform your business? Reach out to the Capstone IT team and we'll help you accelerate your capacity to do bigger things.

Let's chat