

Overview

A large government department with nationwide and overseas operations required continuous maintenance and upgrades for a critical legacy IT system supporting over 100,000 users. The client needed reliable, 24/7 production support and mobile access integration.



Objective

The primary objective was to ensure uninterrupted, 24/7 production support for a critical IT system serving over 100,000 internal users while maintaining optimal staffing levels. Key outcomes included consistent resource availability for mission-critical tasks, timely fulfillment of staffing needs, and the successful integration of mobile and cloud components with the legacy system.

Business Challenges

The client faced critical challenges in maintaining and modernizing their legacy IT system while ensuring uninterrupted operations across a large user base. Key challenges included:

- **Frequent Policy-Driven Changes:** Ongoing policy updates demanded constant system modifications
- **Integration Complexity:** Interaction between legacy & modern systems had unique design challenges
- **High Costs:** The scarcity of skilled legacy technology professionals drove up service and training expenses

The Solution


Leveraging our expert recruitment strategies, we provided the client with a dedicated team of skilled professionals, sourced internationally, to maintain and support the legacy system. This exercise included recruiting industry experts in legacy technologies for ongoing system maintenance and also right-fitting the resources for modernization initiatives (e.g. mobile and cloud integration). To address knowledge retention challenges, job-sharing practices were introduced, ensuring that expertise for critical systems were preserved despite workforce transitions. This comprehensive staffing approach enabled consistent system support and effective handling of policy-driven system changes.

Value Delivered

By implementing a specialized staffing model and proactive knowledge management strategies, the client experienced significant improvements in operational stability and resource availability. The legacy system remained fully supported without disruption, even during workforce transitions and modernization efforts.

100% fulfillment of required resources for mission-critical tasks, ensuring uninterrupted system operations

20+ years Of seamless services and uninterrupted operations for the client

 Flexible staffing scaled from 8 to 30 during peak development, stabilizing at 17 for ongoing support

Business Benefits


Operational
Stability


Resource
Availability


Cost
Efficiency


Knowledge
Retention