



GrillaTech

# EXPERT-ON-DEMAND CASE STUDY

MULTI-LEVEL EXPERT SKILLS  
WITHOUT THE NEED FOR HEADCOUNT

## COMPANY OVERVIEW

GrillaTech is a leading provider of independent professional, training and support services to the IT Channel with a focus on delivering high-quality solutions to a diverse channel clientele. Our services are beyond ordinary with an emphasis on delivering business outcomes for our partners.

## CHALLENGE

A high-profile finance customer of our reseller partner had an important project requiring **expert technical assistance**. They needed help in a specific product and also wanted to ensure that other projects were addressed during the year. They were concerned about the time needed to create multiple projects across their organisation using multiple individuals skilled in different technologies

## SPECIFIC ISSUES

- Multiple project requirements

Their planned projects were spread across several technologies requiring different skilled individuals.

- Appropriate skilled consultants

Variability in the requirement of project based on technology and timely availability of expert resource.

- Availability of time

Raising multiple orders and time-delays would cause delays and impact operational needs.

## SOLUTION

### Objective

To meet the appropriate skills requirements at the right time within each project without impacting business needs.

### Approach

Implementation of an expert-on demand process to address each project as it developed to address operational requirements:

- Module structure and suitability
- Flexibility for minimum business downtime
- Access to experts without need for headcount.

### Conclusion

The availability of expert-on-demand utilising multiple skilled engineers to cover multiple projects at short notice allowed the partner to secure a long-term commitment from their financial client. The client was able to access expert technical skills without adding to headcount, and removed the time taken to raise multiple purchase orders allowing them to focus on their critical projects. Resulting in reduction of costs and increase in efficiency.

