



LIVI BANK CASE STUDY



Powering a Hong Kong virtual bank to cross-location success.

AT A GLANCE

Key Metrics delivered
by our Resource
Augmentation

Location: Hong Kong

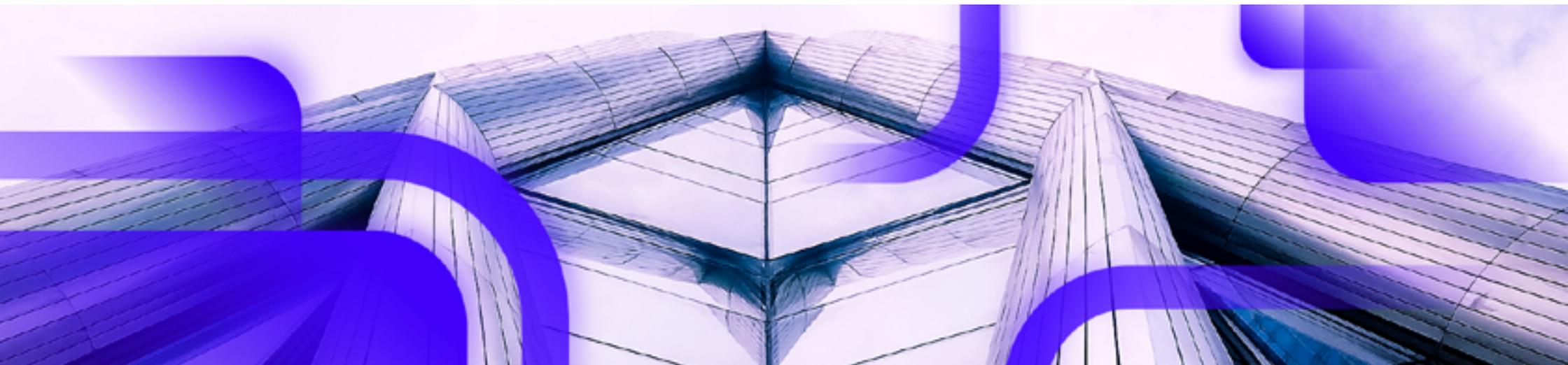
Sector: Virtual banking

Job titles: Across entire digital + seniority spectrum

Project timeline: One year + ongoing

Services provided: Bundling, Near-shore contracting hires

Roles: 20+





CONTEXT

Project Background

Although virtual banks have no high-street presence, they do have on-site headquarters powering the technology for their customers. And when this particular Hong Kong virtual bank launched under the ownership of a global Chinese bank, two locations were in play.

Traditional banking staff and senior management moved over to the virtual side, with a similar calibre of individuals being hired thereafter. But because the virtual bank was launched on relatively old technology, it required additional resources and technical expertise to support legacy system integration, migration and cloud adoption.

They also needed guidance on headcount distribution across both locations. And this is where Inspire came in, providing both resource augmentation and expert advice. But the client's budget was tight, and against larger virtual bank names, competing for quality talent demanded the right approach. Inspire's main goals were to:

1. Enable technology integration, migration and adoption
2. Hire and distribute the right resources appropriately across two locations
3. Ensure the virtual bank knew what was required to compete
4. Support beyond the launch phase to future-proof their product

SUCCESS METRICS

20+
contractors on-
boarded in a year
and ongoing



10%
Bundling
discounts, volume
discounts up to
10%





OUR SOLUTION

Aware of the financial and market challenges ahead, Inspire began by offering expert advice on what roles were needed and where. Then, it was all about finding the technical resources and contractors to enable the digital upkeep and support of their operations – including roles such as Developers, Business Analysts, Architects and Cloud Specialists.

In the past year, Inspire completed around 25 to 30 placements here. But the added value came from educating the bank around what stage they were currently at, and how to move forward. Realistic expectations and transparency around what kind of staff they needed was key. After all, it was no use landing the best candidates if they were going to leave within a few months. This was about instilling generic, yet effective, capability.

The Hong Kong market is so competitive that the client initially insisted on a coding test for incoming staff, despite the challenges this could pose. Instead, Inspire went the extra mile, coaching them on expert recruitment skills to help them screen candidates. This entailed negotiations around skill sets, actual needs vs desired needs, and how resource augmentation can supplement, allowing for on-site training too.

When it comes to tackling the cross-border support aspect, Inspire has an Account Manager overseeing resource supply and dealing with stakeholders across both locations. They facilitated conversations to ensure the right areas got the resources they needed in an efficient manner.

Commonly, once virtual banks launch and the product goes live, mass staff exits occur. To help this client manage the loss, Inspire executed on-demand support to keep them going when resources were short. This meant they could remain focused on integrating legacy systems and cloud technology, and getting staff up to speed before the handover.

Maintaining their commitment to the client, Inspire still provides the following to run the upkeep of operations:

- Support Engineers
- Help Desk staff
- Business Analysts
- Project Managers
- Front-end/Back-end Developers

Inspire encapsulated the full scope of what was needed to help the virtual bank run with their product. Using skills, expertise and their brimming talent network, they conducted a successful hands-on operation, intertwining resource augmentation with client coaching so the bank could step out of their comfort zone and reap rewards. All the while, overcoming hurdles around budget, multi-locations and a highly competitive talent market.



CONTACT DETAILS



Client Services

Find out more about out the Inspire service, which is securing rare, agile talent in a tight market [click here>>](#)

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