

Bridging the cybersecurity skill gap

Learn how we helped outsource trained professionals for an Australian financial services organization



Customer profile

The client is an Australia-based financial services organization - with over 8 million customers operating in 30+ markets worldwide and having a revenue of ~ \$4 billion.

Customer business challenges

- The customer was impacted by the low availability of skilled resources in the Forgerock IAM services within the industry.
- Lack of adequately trained resources within the organization.
- This, in turn, negatively impacted business productivity and frictionless functioning of the organization and the organization's ability to scale.



HCLTech solution

Through its TalentCloud services, HCLTech helped the customer access top talent across ForgeRock to suit the customer's needs and help them scale. Additionally, in an effort to address the customer's pain points directly, the HCLTech team suggested providing ForgeRock Identity and Access Management services training to the customer's skill pool, keeping in mind the core business focus.

As a result of this effort, HCLTech was able to fulfill the onshore and offshore requirement of 26+ skilled professionals in ForgeRock Identity and Access management in record time, which was about 12 weeks. Talent shortage was overcome across multiple geographies that included Bengaluru, Melbourne, and Sydney.

Value delivered



Sourced multiple teams for customer IAM Services while providing adequate training in ForgeRock

~25%

Gain in productivity achieved by bridging the gap in technical knowledge

12 weeks

Of record time taken to fulfill the onshore and offshore requirement of 26+ skilled professionals in ForgeRock Identity and Access management.



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