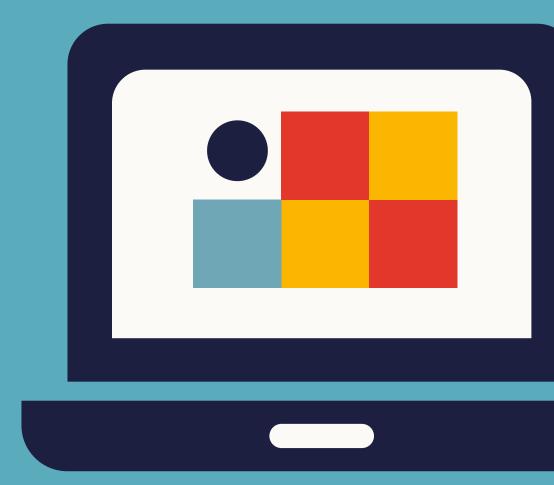# IT solutions
moves canada post POS product forward.

A partnership between global juggernaut Escher Group and staffing leader Randstad Canada results in a seamless solution for Canada Post.

human forward.

the challenge.

Escher Group is a leading global provider of point-of-service (POS) software, specializing in helping post offices around the world transform their customer experience.

When they won a bid to implement a Canada-wide POS production solution for Canada Post, they needed a reliable partner to help build and manage high-performing IT teams on-site in the Canada Post offices in Ottawa.

"Escher Group has offices around the world – including Boston, Dublin, Singapore and London – but none in Canada. As they completed the bidding process, they reached out to Randstad for our ability to provide skilled teams that could implement specialized software solutions, such as cloud, local, hardware, mobile, etc.," said François Pompeo, Director, Solutions Delivery, in Randstad Canada's IT Solutions division.

"The teams needed to be a careful blend of IT specialists that would report to Escher Group, plus Canada Post subject matter experts who could validate that the project's solutions could peacefully co-exist within the core products of Canada Post."

key challenges

- Complete a POS solution for Canada Post
- Build IT teams, with varying skill levels, to work on-site in Ottawa
- Recruitment and management of scrum team members embedded in the Canada Post offices

the solution.

Pompeo and his IT Solutions team quickly accessed Canada's largest recruitment engine within Randstad to provide the support and expertise needed to get the project off the ground.

Within 12 weeks, Randstad Canada had staffed the project and began providing the guidance, training and human resources management of all Escher Group IT scrum team members on-site. This included onboarding and employee performance and satisfaction.

"We have a direct relationship with Escher Group management—to report on the progress of the teams—and each of the 21 scrum team members—to ensure everyone is satisfied and performing well," said Mr. Pompeo.

In addition to HR management, cost efficiencies are built into the solution: IT team members vary in skill level, from junior to senior developers, so that the right skills are in the right role at the right time. All employees are sourced from the Ottawa area, which also keeps costs lower.

A significant advantage of the partnership is the potential for IT team members to be converted to permanent Escher Group employees who will work indefinitely on the Canada Post project.

"Even though IT Solutions is not in the staffing business, it's in our DNA. We're part of a human resources company and we have the flexibility for our clients to strike a deal with their temporary employees for a mutually satisfactory long-term solution," said Mr. Pompeo.

key solutions

- Technical and managerial leadership for forming scrum teams based in Ottawa
- Recruiting, including technical validation of resources
- Coordination and performance management of resources
- Consulting services to advance the core product
- Enabling cloud technologies within their legacy product
- Advancing the front-end layer by modernizing WPF/XAML expertise

results.

The Randstad Canada/Escher Group partnership has culminated in the creation of high-value teams running efficiently in the Canada Post offices. The IT team members have provided consulting services to advance the core product, enabled cloud technologies within the Canada Post legacy product and advanced the front-end layer by modernizing WPF/XAML expertise.

Thanks to the HR management of Randstad, IT employees are engaged, satisfied and high-performing. Mr. Pompeo says this is regularly assessed and tools and resources are offered to help improve results at every step. "We have weekly meetings with every employee and with Escher Group to be sure that our teams and our clients are completely satisfied.

"A strong communication channel is essential for this ongoing project."

key results

- High-performing IT teams that work with Canada Post subject matter experts to create an efficient POS system
- Ongoing HR management—from recruitment to performance
- Regular communication with all stakeholders ensures smooth operation

randstad

human forward.