

CASE STUDY

Accelerating Client Enterprise PowerFlex Migration



OVERVIEW

PowerFlex Upgrade for the enterprise

Our Client required specialized external resources to execute a critical initiative:

- An RCM PowerFlex upgrade for its enterprise client, lacking sufficient internal capacity.
- Our client engaged their top three service partners, including Norwin, to quickly assemble a remote team of experts.

The project scope involved performing an upgrade from **PowerFlex version 4.0 to 4.5 across more than 40 PowerFlex clusters**. The overall team was comprised of approximately 30 individuals, including Client FTEs, partner consultants, and offshore resources, working across multiple time zones.

The critical goal was to identify and secure top-tier PowerFlex expertise—professionals known for technical proficiency, strong documentation skills, and articulate communication.

THE CHALLENGE

Navigating a One-Step, High-Commitment Hiring Model

The primary challenge was the client's streamlined, single-step hiring process: a single 30-minute screening interview followed by an immediate offer. This required a staffing strategy that ensured maximum readiness and commitment.



Zero-Tolerance for Error

Given the high-stakes, one-step hiring process, candidates had to be fully qualified, highly prepared, and committed to accepting the role if selected.



Time-Sensitive Requirement

Success hinged on presenting the most technically capable professionals who could perform from day one and confidently represent Norwin's partnership with our client.



Client Onboarding Management

The project required strong coordination to handle predictable delays related to client enterprises security - onboarding, laptop provisioning, and start date adjustments.

THE SOLUTION

Expert Validation and Proactive Preparation

To meet the high demand for specialized talent under rapid timelines, Norwin introduced an innovative, internal quality assurance layer.

Leveraging Internal Subject Matter Expertise (SME)



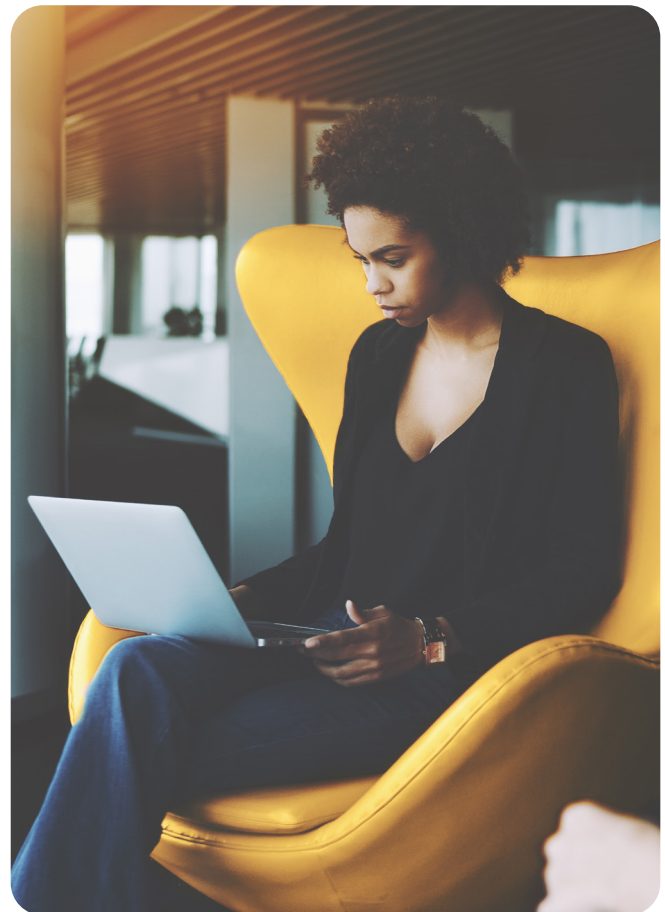
Strategy

Our resource assisted in vetting and validating the technical qualifications and soft skills of all potential candidates before they were submitted to the client.



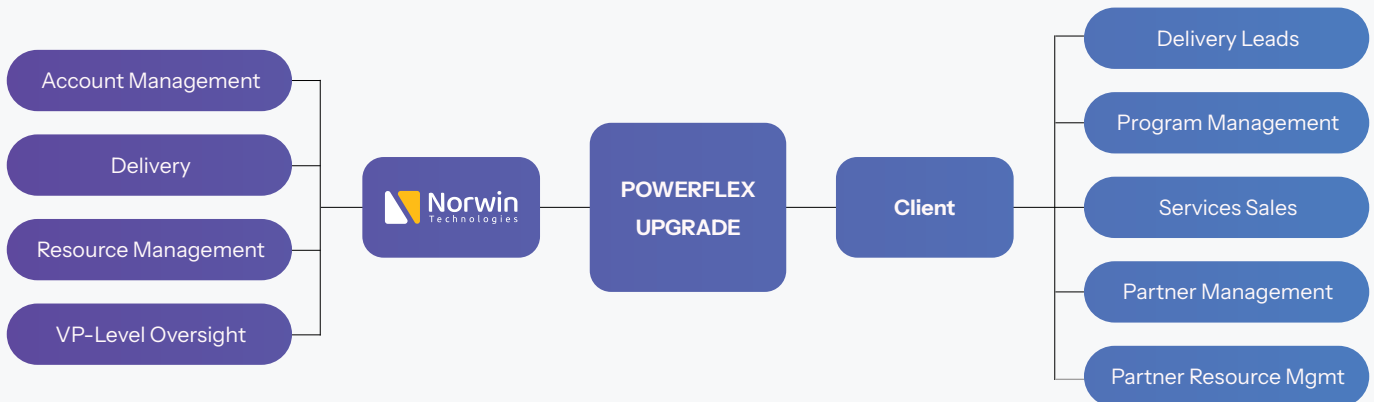
Impact

This approach ensured only the highest-quality candidates proceeded to the final screening, respecting the time of all stakeholders and maximizing the success rate of the single-interview process.



KEYPLAYERS

The Team Involved



RESULTS & IMPACT

Leading Partner Performance

Norwin's highly structured vetting process resulted in exceptional performance, surpassing the success rate of the other top Client partners.

Key Measurable Outcomes

Metric	Detail
Success Rate (Interview to Offer)	Our resource assisted in vetting and validating the technical qualifications and soft skills of all potential candidates before they were submitted to the client.
Placements Secured	8 Consultants (The highest number secured among all the clients PS partners).
Financial Impact (Average GP)	19% Gross Profit , equivalent to \$18.43 per hour on the team.

BENEFITS & EXPANSION

Delivering Results, Expanding Reach

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1 Expanded Footprint

The superior performance successfully impressed our client, strengthening the partnership and expanding Norwin's footprint within the account.

2 Expert Technicians Arrive

Our candidates demonstrated exceptional flexibility, covering multiple time zones to meet both the client and their enterprises operational requirements—a capability that was highly valued.

3 Enjoy Efficient Cooling

The successful placement and project execution validated the strategy of leveraging internal SMEs for expert candidate validation, ensuring high-quality delivery from day one.

KEY TAKEAWAYS

Strategic Takeaways for Competitive Execution

This project reinforced the critical need for proactive engagement and a commitment to quality in high-stakes partner initiatives.

✓ Proactive Client Engagement

Maintaining consistent engagement with the client (in-person, email, text, or call) is essential to stay on the client's radar and manage the relationship proactively.

✓ Resource Management Oversight

Regular follow-ups are crucial to ensure resources are consistently meeting the project goals and expectations they were hired to fulfill.

✓ Competitive Differentiation

Given that these projects are reserved for a client's top partners, organizations must remain deeply involved in the details and manage the effort proactively on a daily basis to maintain a competitive advantage.

✓ Foundational Readiness

Success hinges on an organization's ability to remain flexible and "audible-ready" — adapting quickly and delivering with precision when critical opportunities arise.