

A full-page background image showing two hikers on a mountain ridge. One hiker, wearing a large orange backpack, is reaching out to help the other hiker, who is wearing a dark jacket and pants. They are standing on a rocky, grassy ridge with a steep drop-off. In the background, there are snow-capped mountain peaks under a clear blue sky with some light clouds. The overall scene is bright and sunny, suggesting a high-altitude environment.

Revolent

**World-leading
cloud talent creation**

Case study

A cost-effective, sustainable way to build an in-house Salesforce Development team.

Our client, a leading luxury retailer, used Salesforce as a central part of their business, supporting their entire back-end system and websites. They had a large UK-based team of developers, primarily made up of contractors. These freelancers came at a high cost and—due to IR35—were becoming increasingly expensive to maintain, without any increase in output.

As a result, the client was experiencing high attrition rates, in terms of both workforce and knowledge. When contracted developers left, their knowledge of projects and systems was often lost with them.

The client operates a large internal recruitment team that focuses on more generalist roles, and they had struggled to recruit for Salesforce talent. They had also tried using external recruiters, but found the demand for cloud specialists made this an expensive option which would not fit within their time-frame. They were looking for a cost effective, sustainable solution to finding the specific Salesforce skills they needed to support their business.



A new way to secure Salesforce talent

The client approached Revolent for a cost-effective solution to their ongoing development needs that would lead to a sustainable supply of in-house expertise, where knowledge would be retained rather than lost.

As the client had been experiencing increased demand, they needed the talent to facilitate this growth quickly. However, they still had to fulfill very specific project needs within a limited timeframe. In short, they needed the right talent quickly and on budget.

The professionals our client was looking for had to be highly experienced in back-end development and proficient in C# and Java developer languages.

Our client was keen to use the Revolent model as a way to build their Salesforce talent pipeline. We recruit IT professionals from other technologies and cross-train them into Salesforce, where they work with us as Revolent consultants for a period of two years, working with one or more of our clients. At the end of their two years, the client can keep their Revol resource as a member of their permanent team, helping to build their in-house talent pool.



Our approach

After an initial meeting to gather client requirements, we pre-selected five candidates from our pool of Salesforce Revols. We specifically selected these candidates as they had a demonstrated **background working with the platform and—more importantly—specific experience on projects that were highly relevant to the client’s current Salesforce projects.**

The interview process included a technical test designed for experienced Salesforce Developers. After interviewing with the client directly, the Revols started onsite as part of their cloud team.

Their responsibilities included building Lightning web components, programming in APEX, and using Visualforce. The Revols presented their solutions to management on a bi-weekly basis and, within the first three months, their ideas were implemented within a major project.

A sustainable, cost-effective Salesforce talent pipeline

By partnering with Revolent, the client was able to access the specific talent they needed, fast. They saved a considerable amount on developer costs, and were able to move away from their previous, more expensive contractor solution.

Two Revols who have now finished their two years with Revolent have been taken on as part of their permanent team and the client intends to retain the further three Revols still under contract with us.

The client has been able to move away from contractors thanks to their partnership with Revolent, while building their own supply of Salesforce talent to ensure they’ll never have to rely on contracting as a primary solution again. Instead, with an in-house pipeline built out from Revols, they are able to use contracting sparingly, to complement their existing solutions.

