

INSOURCING GCP ENGINEERING & ARCHITECTURE

CASE STUDY: INTERNATIONAL RESTAURANT CHAIN

OBJECTIVE

One of the largest restaurant chains in America was looking to optimize its investments in Google Cloud Platform (GCP) within its Digital department. However, its overreliance on external resources for past GCP initiatives had resulted in internal knowledge gaps and growing technical debt. Multiple projects were stuck in prioritization limbo as the limited senior bandwidth had to be dedicated to low-hanging cloud administration. Our client was trapped between lacking the niche skillsets to carry out deliverables in the short term and having no GCP talent pipeline for the long term.

SCOPE

As a GCP Services Partner, Brooksource has the knowledge and expertise to address our client's needs. Through our Team as a Service, we paired one of Brooksource's senior-level GCP Ambassadors with associate-level resources to tackle our client's specific cloud initiatives related to Security and eCommerce optimization.

Our professional service solution includes:

- ▶ **End-to-End Service:** In addition to Brooksource's TaaS of five resources (a Lead Cloud Engineer and four Jr. Full Stack Engineers) for deliverable execution, our GCP Ambassador was able to provide niche advisory.
 - ▶ **Plan** – 20 hours of Solution Architecture to build compliance framework and configuration guardrails.
 - ▶ **Build** – The Team Lead provided an extra layer of management by orchestrating day-to-day oversight of associate-level talent.
 - ▶ **Run** – Brooksource collaborated with client leadership to set SLAs and performance criteria for evaluating current consultants' success and future resources.
- ▶ **Succession Planning:** Our client can convert all the consultants engaged for this project to full-time employees (FTEs) at no additional cost. This opportunity paired with the performance criteria provided by Brooksource has created a pipeline of internal GCP talent.

RESULTS

- ▶ Beyond the Expected Service – The Brooksource-provided cohort completed the unit test suite with 95% code coverage and all project milestones on time (by the end of Sprint 8)
- ▶ IAM Threat Resolution - Resolved all IAM-related threats in lower environments surrounding CRM, Mapping, Storefronts, Post-Delivery, and LMS, in addition to those for Customers, Compensation, and Others (50)

AT A GLANCE

Challenges

- ▶ Overgrown Technical Debt & Inability to Focus on Innovation
- ▶ Over reliance on External Resources
- ▶ Lack of Compliance & Platform Visibility Inhibiting Business from Full Site Access & Utilization

Highlights

- ▶ Consultant Retention Rate: 100%
- ▶ Brooksource Provided GCP Training & Guidance



Location: Louisville, KY



Timeline: August 2021 – August 2022

ABOUT US

Here at Brooksource, relationships are at the center of everything we do. Since 2000, we have established and maintained lasting relationships with our clients, consultants, and internal employees to create an unparalleled experience. Brooksource is a trusted services provider who specializes in delivering IT initiatives for Fortune 500 organizations through Experience-Driven Staffing, Professional Services, and Elevate, our Workforce Transformation program. As a certified partner for Salesforce, AWS, Microsoft, Google Cloud, and many other technology alliances, we have the expertise and resources to provide a wide range of solutions.