



## Success Story Not-for-Profit Organization

*“Not only did Gardner tell us who we needed, but delivered that person almost immediately so we were able to complete our project on time and on budget...a feat I didn’t think was possible.”*  
- Director of Development

### THE CHALLENGE

A prominent not-for-profit organization retained a third party to help create an internal Ecommerce system that was grossly underperforming. The project manager, who served as the sole contact between the client and any additional outsourced vendors, recognized that she needed someone with very specific expertise around the proprietary software that the client had adopted.

In addition to this hard-to-find skill set, she also required that this position support the project from a remote location since the company had limited office space.

Stymied by the lack of this critical resource, the project manager contacted Gardner Resources.

### THE SOLUTION

We immediately discovered that neither the client nor the project manager could define exactly what skills and experience they were looking for from this consultant.

In order to flush out the requisite criteria for this position, we conducted a series of in-depth interviews with the project manager and client staff. From these, we developed a list of probing questions to identify and detail their technical and business needs.

We distilled a position profile from their collective response, and located a Senior Developer with this unique skill set who could also work effectively with the project manager from a remote site.

Our Senior Developer met with the client team and thoroughly reviewed the project deliverables. Within two weeks, he applied extensive knowledge and relevant experience to recharge the stalled project, and to get it back on track.

### THE IMPACT

As a result of filling this critical resource gap, we were able to help our client kick start project pace and deliver a complex and customized Ecommerce application within tight deadlines and without exceeding budget.