

Building internal Salesforce capability sustainably, with Revolent

Case study

Learn how MoneyMe partnered with Revolent to build their internal Salesforce capabilities and boost their retention rates.

Revolent
A Tenth Revolution Group Company

MONEYME





The challenge

MoneyMe was our first client in Australia and came to us at a particularly challenging time.

A complex, highly customized Salesforce environment

MoneyMe were in the process of migrating to the cloud, and their version of Salesforce was highly customized due to the nature of the work they do and the complexity of their integrations with third-party platforms. It was far more complex than your average Salesforce environment, which created a serious pain point.

Traditional hiring methods were failing

With a high volume of Australia's tech workforce returning to their home countries during the pandemic, as well as a lack of skilled migrant workers coming into the country at the time, the already under-resourced cloud talent market was reaching a breaking point.

High attrition rates

Similar to the wider tech sector, MoneyMe was looking to improve their retention rates, to mitigate any inconsistency in delivery, which could be caused by staff turnover.

The tipping point

As a result of all these factors, the client had reached a tipping point: should they rely more on Consulting Partners (which wouldn't necessarily solve the attrition issue), or build capability in-house (which would require significant time and resources, and slow down their rate-to-productivity)? MoneyMe had made a large investment in Salesforce and the lack of resourcing was proving to be a real stumbling block, so the sustainability of the platform itself had come into question. It was a make-or-break moment.





The solution

Building a local succession plan

Revolent's innovative model gave the client confidence that building internal Salesforce capability and a local succession plan was possible, sustainable, and even cost-effective.

How does Revolent's model work?

Revolent recruits experienced professionals and cross-trains them as specialists in some of the world's most in-demand technologies, including cloud computing. The candidates who train with Revolent (or 'Revolts') undergo a short, intensive burst of initial training to acquire advanced, cloud vendor-approved certifications before progressing on to a two-year work placement with MoneyMe. At the end of this period, the Revolts can convert to the client's permanent headcount, boosting their retention rates, at no extra cost.

Seeing results first-hand

Their CIO, Richard Williams, had previously transitioned his own career from one tech stack to another. Having gone through a similar experience, he had seen first-hand that cross-training is an effective method of not only getting the right tech talent on board but also a great aid in local succession planning.

A winning formula: Salesforce certifications, tech skills, and consultancy training

Matthew Geale, a newly-certified Salesforce Developer with strong technical and interpersonal skills was top among the group of Revolts selected. In addition to his Salesforce certifications which he'd obtained while cross-training with Revolent, Matt had over 10 years of previous industry experience in various digital roles.

Because of his previous experience as a software developer, he understood technical concepts well and was able to pick them up quickly, making an impact from day one while being passionate about helping the business succeed.

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When I started at MoneyMe, the Salesforce team was under pressure to meet some of the business deadlines. Having completed the Salesforce training and gained 3 Salesforce certifications, I was able to start helping immediately. Without Revolent's training, I would not have been able to contribute in the way I did in such a short period of time.

”

Matthew Geale
Salesforce Developer





The results

Making an impact from day one

Richard's expectations were exceeded by the Revol's outputs from day one, thanks to the advanced Salesforce certifications, consultancy skills, and real-world Tech Tasks that Revolent equips its candidates with. Since the Revols are not fresh grads—they come into the program with several years of industry experience—they're able to pick complex concepts up more quickly. In the case of Matt, his 12+ years of experience in Software Development, and JavaScript in particular was a big factor in his success in the role.

Seeing success, despite the complex environment

Despite the complexity of the organization, the structural changes due to the company (Society One) being acquired by a larger Fintech (MoneyMe), and the highly-customized Salesforce platform they were using, the Revol was able to succeed.

This was all thanks to the rigorous training, his existing background in tech, and the ongoing support from Revolent's Learning & Development team throughout his work placement at MoneyMe.

Providing ongoing professional development

The ongoing collaboration between Revolent and MoneyMe during monthly feedback and Professional Development calls with the Revol made a real difference to the company's local succession planning.

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Revolent has really managed to keep that channel of communication open throughout the two-year period. Revolent is, in essence, an outsourced Learning & Development partner, providing ongoing support. It's clear that they care about continually bettering the journey for us and the Revols alike, and it's great to see that we're mutually invested in the Revol's success.

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Richard Williams
CIO, MoneyMe

By offering a seamless blend of recruitment support and training capability, Revolent **provided MoneyMe with the hard-to-find talent it needed** to progress with its cloud migration, **address the internal skills shortage**, and **improve attrition rates**.

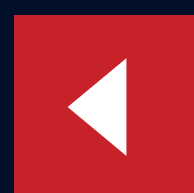
MoneyMe now has the tools and confidence to build its internal capabilities. Revolent has played an integral part in this, with Matt being a shining example.

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While starting as a Junior, Matt was able to advance quickly and aid our local succession planning. As Matt progressed, we moved him up in terms of responsibility and challenged him more, to the point where he became an integral part of the team.

Richard Williams
CIO, MoneyMe

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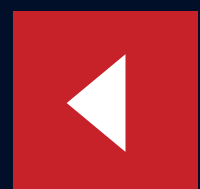


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Salesforce talent pipeline?**

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