Flexera Engineers a Way to Deliver Work 2x Faster and Keeps Security at the Forefront

FLEXERA

INDUSTRY: Computer software
EMPLOYEES: 1,300+
CATEGORY: Software development

Rapid growth made it difficult to keep up with revolving IT demands

Two of the biggest challenges for engineering teams are keeping an organization's tech updated and data secure. For Rajneesh Sehgal, director of engineering at Flexera, the challenges were compounded when Flexera acquired several companies and needed to knit various systems together. The engineering team needed resources, but the tight local labor market made hiring difficult. After months of searching, their request for a ReactJS developer remained unfilled, which meant months of lost production time.

Around that time, Flexera implemented an initiative to work with more independent talent. The CEO explained to managers that they have more options in how they use their budgets to get the help they need. Whether that's hiring an employee or using Upwork to contract help on projects. Sehgal was skeptical about trusting work to someone his team didn't know, but since he had the CEO's support, he decided to give Upwork a try.

Compartmentalizing to reduce risk

Within days of posting his project, Sehgal engaged an experienced ReactJS developer. Because this initial project stood apart from any existing codebases, maintaining security was easy—Sehgal just gave him access to deposit code in GitHub.

For projects requiring more secure collaboration, talent may work through Flexera's virtual desktop infrastructure (VDI). The VDI creates a secure connection between a remote device and a virtual desktop where applications are siloed and Sehgal can determine the talent's access levels.

"We want to keep talent as independent as possible where they have their own playground to play in," says Sehgal. "The more control they have over their work, and the more we shield them from our system, the more they can remain focused and productive."

RESULTS

< 1 week
Time to engage

2x
Faster project turnaround

50%
Saved over traditional sources

"[With Upwork], we can scale and build our team dynamically as needs indicate. That's hugely powerful."

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Conal Gallagher
CIO, CISO
Flexera

Getting more than expected

"The talent knew exactly what needed to be done, jumped in, and got it done," says Sehgal. Having an experienced person not only turned the project around faster, but the talent also identified areas of opportunity. The specialist advised them of areas to strengthen their system and provided feedback, best practices, and guidelines. "We learned a lot from him. We couldn't have done the work at that level without Upwork," says Sehgal.

> **In the time the independent professional completed the project, it would have taken that much time just to hire somebody."—Rajneesh Sehgal, director of engineering at Flexera**

Twice the work and speed at half the cost

Before long, the team realized when they engage an expert for work outside the team's core competencies, they can cut project times in half and ship out features faster. Because team members don't need to shift their focus from what they're working on to quickly learn something new. Sehgal adds:

> **"Upwork lets me be more strategic with my budget. Many times, I don't need an employee, I just need someone for 3 months. Instead of locking up my budget with a single hire, I can break it up to get several people with different skills and get several specialized projects done."**

The strategy is so cost-effective that after completing all their projects, Sehgal still had **50%** of his budget left to spend.

Accommodating changing business needs

As demand for IT resources ebb and flow, the team can quickly adapt and avoid being a bottleneck. In one situation, the team needed several people with very specialized skill sets that were difficult to find locally. Through Upwork, they found the professionals they needed, who began working on the project within two days.

"The speed and flexibility in accessing skills through Upwork is a huge advantage for us," says Conal Gallagher, CIO and CISO at Flexera. "Any IT department will tell you that the team is never big enough. In the past, we were heavily constrained by the number of people within the IT team. It's liberating to know that now, we can scale and build our team dynamically as needs indicate. That's hugely powerful. It helps me sleep at night knowing I can tap into a huge network of global talent as needed."