KGiSL

Case Study: Build-Operate-Manage

Committed to drive your business enrichment

CASESTUDY: BUILD-OPERATE-MANAGE

The Client:
- A global IT consulting company which provides technology products and services to typically large corporate clients and US government agencies
- With more than 20,000 employees serving clients around the world, the company's offerings include cloud and infrastructure services, application services, security solutions, and high-end server technology

The Requirement:
Our client had multiple requirements for hard to find niche skills including architects and key account executives. They wanted to hire the right talent with security clearance immediately. The roles were mission and business critical and required experience working with specific federal agencies. These skills were integral to the deliverables of the organization and the niche skill sets not easy to recruit. After consultation it was agreed that the Retained Services approach was the most suitable.

The Solution:
- The client engaged with KGiSL as their Recruitment Process Support partner to drive the resourcing strategy across two chosen business units
- A dedicated account team was set up consisting of a manager and four recruitment consultants, experienced in permanent recruitment in the US market
- The project team assessed and understood the culture of client organization and niche recruiting needs
- Created project plan with timelines for all deliverables and signed off by both parties
- The team worked closely with the client hiring managers and handled entire end-to-end recruiting process besides providing other support including
  - Networking and building talent pipelines
  - Talent market research and business intelligence
  - Administrative support coordinating and scheduling candidate interviews
  - Attraction Marketing - creative job advt., branding and best practice recommendations
- Managed the entire search process from start to finish and provided candidates that not only matched the very high technical requirement but also they were culturally fit
- The assignment status and progress was periodically shared to client through high-level dashboards and metrics as well as granular reports
- The candidates hired have an important role to perform mission critical work in the client's business

The Results:
- 100% success rate in filling retained assignments for this client (70+ positions till date)
- Average time to fill a position is 20 business days
- Significantly reduced cost per hire (our cost was <10% of the annual CTC)
- Saved time for the client teams that they focused on talking to and closing only the right candidates that KG project team recruited
- We now support more other business units within the client organization including Systems And Technology, Data Center Transformation and Application Modernization Outsourcing Services