

randstad's strong recruitment and onboarding process capabilities enables the global delivery center of a leading American investment banking services company to

double the joining ratio of quality talent



client

Our client is the Global Delivery Center arm and a wholly owned subsidiary of an American investment banking services company. Operating out of Pune and Chennai, our client provides world class support and services to their parent company's global businesses.

Both the locations of our client have world-class facilities in operations, technology, business recovery, finance, HR, risk, legal, corporate information security and audit. More than 6,000 skilled and well-qualified professionals across the two locations perform a wide-range of financial services processes for their enterprise's global investment management and investment services businesses.

requirement / challenge

The client was looking to implement strong process improvements in their recruitment and onboarding functions. Their weekly footfall of their temp hiring had drastically reduced, and they needed 'just in time' support for filling their critical positions with the right-skilled professionals.

They also were facing challenges in efficient onboarding, within timeframes and as per SLAs, due to technical issues that impeded the implementation of their new project. Their sourcing-to-joining ratio of high-quality candidates stood at an unviable 1:8.



randstad solution

Randstad India brought into play its strong understanding and proven experience in acquisition and onboarding of high quality talent on a pan-India level (across 28 states and 199 metro, Tier-1, - 2, and 3 cities), and its expertise in both infrastructure management and volume hiring.

Committed weekly drives to fill all the open requisitions were backed by strong process notes for candidate quality check. Working in close co-ordination with the client, our account team discussed hiring plans with the client's talent acquisition function on a weekly basis to sharply focus and implement on plans to deliver on their requirements.

We also streamlined the onboarding process, effectively plugging gaps in the process flow with efficient SLAs, and customizing it to the client's specific requirements.

business impact and outcomes

Our process improvements and candidate quality check measures enabled the client to boost the sourcing to joining ratio from 1:8 to 1:4. They could experience smooth transition and hiring of 30-40+ EWs every month.

client acknowledgement and recognition

The improved quality of candidates resulted in growth for the client, and consequently a rapid increase in the number of positions, which they confidently assigned to Randstad India. The client recognized our excellent service delivery and elevated us to the status of their exclusive partner. We were also chosen to sign up with a new entity of the client.

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