



randstad's human resources expertise leveraged to support world-leading engineering, design and project management consultancy to **enhance operational efficiency and strengthen employee connect.**





A market-leading engineering, design and project management consultancy



Global organization with approximately 50,000 employees and operations across 50 countries



Consultancy with a leading edge in providing data-driven expertise that ensures projects are delivered on time and on budget

## challenge

1

Routine processes in the human resource function such as employee onboarding, issue resolution and payout management needed extensive streamlining

2

People management and connect required focused efforts to nurture employee relations

## requirement

1

Comprehensive and robust employee onboarding processes, timely resolution of employee issues and prompt and consistent payout management

2

Building and fostering employee relationships to collectively drive performance excellence

## what strengths did we leverage?

Our deep understanding and experience of diverse HR needs of clients

Solutions for strong onboarding and employee care

Capabilities in managing the gamut of HR functions for all sectors

Established project management capabilities

## what was our approach?

- A dedicated and lean account management team set up to establish strong employee connect in person, boost trust and instill confidence
- Streamlined core processes and established 24/7 connectivity for employee grievance redressal
- Set up detailed onboarding process including personal interviews and re-confirmation of DoJ with appointed candidates prior to offer letter rollout to avoid rework
- Revamped routine processes to include detailed and comprehensive candidate on-boarding, initiation and training, including a comprehensive email campaign to employees on randstad support team, self-service support portal, weekend support and grievance escalation and resolution
- Deployed a dedicated account management team comprising two members to liaise with client and employees, ensuring 360-degree visibility and accountability on account issues
- Streamlined salary process, billings and collections for smoother operations and efficient payout management

## what did we deliver?

- 50% reduction in turnaround time in employee lifecycle
- Projected annual savings of INR 15 lakhs based on 10-month average from time of project initiation
- 10x increase from 20 to nearly 200 employees in a 10-month timeframe



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