



Delivering SCALABLE Solutions.

ITES RECRUITMENTS

Business Problem:

As part of its revised strategic business plan, a leading IT organisation was keen on establishing a footprint in the ITES space. The aim was to extend the range of service offerings to its clients. After procuring a pilot mandate to create a technical support team, the client urgently needed to deliver on the resourcing requirements for this short term experimental assignment. The task - 40 Desktop support personnel to be recruited and deployed within 10 days.

Solution Implemented:

- An exclusive recruitment task force prepared a focused action plan
- Planning on Quality and deadlines for lineups were given as mandates to the teams
- Multiple sourcing channels to get large volume of candidates with necessary skills were utilized
- Two filtration rounds to identify suitable quality resources carried out by the delivery leads
- 58 candidates sent for interviews and 41 candidates were selected
- 40 candidates offered by QSource and all joined within desired deadline

Current Status:

- The quick turnaround of manpower availability enabled the project to go live on time and the client was able to maintain credibility with its end customer
- The process has been replicated for several subsequent projects
- Client has built immense confidence in QSource' sourcing capabilities and has put QSource in its elite list of vendors
- A mutually beneficial association with immense cooperation from the client has been the key to the success

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