



# Case Study: Full Cycle Recruitment

## Key Highlights

Generated gross margin of \$1 million in 12 months time

Managing the client's portfolio of 24 VMS clients

**Geography:**  
USA



**Sector:**  
IT and Non-IT



**Client:**  
The client is an executive and contractual staffing firm, specialising in, Pharmaceutical & Financial products and Global Communication & Technology services.



### Client Challenges:

- The client was unable to meet the SLAs of the existing VMS accounts and needed to provide stability to those accounts.
- Once stabilising the existing accounts, the client wanted to expand its VMS/MSP business.

### Our Solution:

- IMS People Possible's team first analysed the client's current portfolio and job workflow, recommending that the client began with 1 recruitment resource to stabilize priority accounts first.
- IMS People Possible worked with the client to lay a firm foundation for the Outsourced team to work from, establishing a SOP for the recruitment life cycle, interview preparations, debriefing guidelines and provided vital steps to follow for the onboarding of hired candidates.
- With the priority accounts stabilized, we expanded the delivery team to 12 recruiters to ensure the incoming business was dealt with confidently and quickly.

### Results:

- Due to the success of the partnership developed with the client, we have continued it for over 5 years to date.
- After finding stabilization and establishing a strong SOP, the client has added 18 new accounts over the last 4 years.
- In 2019, with 12 IMS People Possible recruiters, the client completed a total of 78 hires, generating over \$1 m in gross margin.
- IMS People Possible are currently managing the client's portfolio of 24 clients, and we are averaging more than \$120 k in gross margin per month for 12 recruiters.

#### Disclaimer:

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