



Case Study: VMS Support

Key Highlights

Achieved 37 starts in 6 months

The Client began with 3 and reached to 7 VMS/MSP Customers

Geography:
USA



Sector:
IT & Engineering



Client:
The client specialises in Staffing & Recruiting for VMS/MSP clients within Information Technology, Device Engineering and Telecommunications domains.



Client Challenges:

- The client recently had attained 3 MSP/VMS customers and was unable to manage the workload generated by the new jobs.
- There was an influx of new jobs from the new customers with 60-80 coming in per week, spread across IT, Device Engineering and Telecommunications domain.
- The client required IMS People Possible to take control of the workload their 3 new customers had generated. IMS People Possible would also take over the processes for harvesting information, making submittals and performing candidate control entirely, as per the client's requirements.

IMS Analysis:

- IMS People Possible interviewed the client's management team to thoroughly understand the client's needs and to understand the best possible way to provide our support to them. The following objectives emerged from the interviews:
 - To maintain a good scorecard within the MSP program for the recently attained customers.
 - To create an independent/autonomous delivery team.
 - To create substantial revenue and a significant return on investment (ROI).

Our Solution:

- IMS People Possible provided a 3-stage solution to achieve the client's objectives, to cater for the additional workflow from the 3 newly attained customers and to address their challenges.



Stage 1 (45-60 days): During this stage, IMS created a team of 10 Outsourced recruiters, provided across the 3 customers in a ratio of 5 resources for IT, 3 resources for Engineering and 2 resources for Telecommunications. The recruitment resources provided began by delivering assigned submittals based on the customers' requirements. IMS People Possible's resource team and the client's Program Manager managed the MSP program mutually. During this phase, we improved the performance of the team in terms of:

- IMS People Possible's resources covered 90% of the tasks
- Achieved and acceptance rate of 85%-90% on submissions

Stage 2 (45-60 days): In stage 2, IMS People Possible's Team Manager took control of the client's VMS tool based on our recommendation. The Team Manager took the responsibility of reviewing and submitting candidates directly to the VMS tool. We measured 2 parameters during this stage to manage and measure the quality of:

- Shortlisting
- Interview

During this stage, 65% of submitted applicants made the shortlist, and 30% of shortlisted applicants offered interviews. This stage was received well by the client, and in turn, we moved onto the final stage.

Stage 3 (45-60 days): With the efforts from stage's 1 & 2 putting the client in a strong position, the IMS People Possible team started to receive offers of employment for the interviewed candidates. The IMS People Possible team were also involved in candidate control for tasks such as preparations for interviews, interview debriefings, the extension of offers to candidates and aiding the completion rate by helping candidates accept offers. During this period, we closely monitored:

- Offers
- Starts

Performance Metrics for 6 months (Cumulative)

No. of Recruiters	No. of Jobs	No. of End-Client Submittals	No. of Shortlisting	No. of Interviews	No. of Offers	No. of Starts
10	1509	2311	1057	280	53	37

Performance Metrics: 6th Month

No. of Recruiters	No. of Jobs	No. of End-Client Submittals	No. of Shortlisting	No. of Interviews	No. of Offers	No. of Starts
10	302	578	355	95	34	26

Performance Ratios

Duration	Jobs v/s RC	EC Sub v/s Jobs	Shortlist v/s EC Sub	Interview Shortlist	Offer v/s Interview	Start v/s Interview
1-6 months	25 Jobs	1.53:1	2.19:1	3.78:1	5.28:1	1.43:1
6th month	30 jobs	1.91:1	1.62:1	3.74:1	2.79:1	1.30:1

Results:

- The client was pleased with the performance and productivity of IMS People Possible's resources. The client decided to extend their capability with an additional team of 12 IMS People Possible resources, assigning the additional team 4 of their existing MSP/VMS customers. This extended the overall recruitment team to 22 recruiters, servicing 7 MSP/VMS customers.
- IMS People Possible welcomed the client to our facility to engage in training to continually improve their teams capability and mentoring for new recruiters.

Disclaimer:

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info@imspeople.com | www.imspeople.com

Head Office:

1/2, Indraprasth Business Park, Near DAV School, Prahladnagar Extension, Makarba, Ahmedabad 380051, Gujarat, India.