



Achieved 92% Fulfillment with 4-Hour TAT Across High-Stakes Direct Sourcing Projects

Geography

USA

Industry

Multi- Sector

Service

Full-Cycle Recruitment

Client Tenure

21 Months

Case Study Period

12 Months

Team Size

10 Resources

Client Profile:

A leading staffing firm, delivering workforce solutions across STEM, technology, healthcare, finance, engineering, and defense, specialising in MSP, RPO, and talent advisory services.

Solution:

- Assigned 3 dedicated recruiters exclusively to the Client 1 account to re-establish delivery consistency.
- Deployed a 7-member recruiting team for the Client 2 project to ensure volume and speed.
- Built a pre-qualified talent pipeline to accelerate deployment once projects went live.
- Delivered full-cycle recruitment support with customized sourcing strategies and real-time updates.
- Maintained close alignment with client expectations to enhance responsiveness and agility.

Client Objective:

- Regain hiring momentum for Client 1, a high-value pharmaceutical account with strict SLA requirements.
- Deliver on a bulk CSR project for Client 2, previously missed due to uncompetitive pay rates.
- Meet a minimum of 18 starts in 2024 and 10 in 2025 for Client 1.
- Achieve 80%+ fulfillment rate on the Client 2 project with fast turnaround times.

Impact:

- Achieved 24 starts in 2024 and 17 starts in H1 2025 for Client 1, surpassing SLAs.
- Elevated from Tier 3 to Tier 0 vendor status within six months.
- Outperformed all other vendors for Client 1 across categories (except light industrial).
- Delivered a 92% fulfillment rate on the Client 2 project with an average TAT of just 4 hours.



2024 Performance Data

End Client 1 (USA)	
Month	Placements
Jul	5
Aug	2
Sept	2
Oct	2
Nov	0
Dec	2

End Client 2 (USA)	
Month	Placements
Jul	9
Aug	0
Sept	48
Oct	26
Nov	31
Dec	0

2025 Performance Data

End Client 1 (USA)	
Month	Placements
Jan	4
Feb	2
Mar	4
Apr	1
May	3
Jun	1

End Client 2 (USA)	
Month	Placements
Jan	10
Feb	0
Mar	17
Apr	27
May	0
Jun	29

