

Offshore Recruitment Services: USA
Sector: IT, Scientific and clinical Research Staffing
Client: Large privately held IT staffing company services a growing number of multinational corporations that utilize VMS technology.

Challenges:

- The increasing number of accounts serviced the volume of orders received, and the cost and time to hire internal recruiters to service these accounts had become a huge challenge and was negatively impacting this client's ability to fill orders.
- The situation was compounded by the diversity of the orders and the broad geographical areas involved.
- Positions to be recruited for included Analytical Chemist, Senior Associate Scientist, Architect BI, Technical Project Manager, Web Developer etc.

Our Solution:

- After our client interviewed and selected the IMS team, we launched a three-person, three-month recruiting pilot.
- The pilot focused on one of the client's large-size customers, two geographical areas and a few, select job skill sets.
- The service level agreement (SLA) required IMS to deliver a minimum of 10 qualified candidates per week.
- Our recruiters interacted directly with potential candidates and narrowed the list of applicants to a smaller group of qualified, interested and available "active candidates." The active candidates were then directed to specific client recruiters for a final review and presentation to the client's end customer.

Results:

- The pilot has grown from three recruiters to seven and is on track to expand to 10.
- Because of the pilot's success, the client has expanded the program and now uses this business model for several other customers.
- The project has grown to encompass recruiting for the full range of skill set requirements.
- IMS recruiters have consistently met or exceeded the SLA commitments.
- During one quarter, the client made 10 placements from IMS-generated candidates.

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