

Offshore Recruitment Services: UK/Middle East/USA
Sector: Oil & Gas and Energy
Client: Seasoned international recruitment organization supplying oil & gas professional since 30 years with presence in UK, Middle East, Non EU-FSU

Client and Challenges:

- This company's huge candidate database of more than 45,000 names had not been updated for over four years.
- The client needed to determine the current work status and availability of all database contacts.
- The size of the project created an excellent opportunity to outsource the work with an offshore partner.
- The project required making contact with each individual in the database and determining their work status by phone and email, and through references.
- The goal was to systematically streamline the database to ensure the client had the right people with the right skill sets in the right domains for the right opportunities.

Our Solution:

- IMS offered a very feasible solution of voice-based database regeneration.
- IMS contacted candidates by phone to verify and update their present work status and employment scenario.
- Because candidates were spread globally, IMS employed consultants/data call handlers to operate in rotating shifts to maximize productivity.
- IMS designed three major shifts to provide seamless service:
 - Early morning shift (IST) to contact Asia-Pacific and Middle East candidates
 - Regular UK shift (IST) to contact the UK and other European candidates – a majority of candidates were located in this region
 - Late evening to midnight shift (IST) to contact US candidates

Results:

- A dedicated team of consultants contacted candidates six days per week during the morning, day and night shifts.
- Through research, self-learning, client coordination and the use of Adapt software, we revised and improved the client's 20-page database regeneration process training manual and reduced it to seven concise pages.

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