ims PEOPLE POSSIBLE
Outsourced Recruitment Support



Case Study: Full Cycle Recruitment

Key Highlights

- Helped client win 20 new accounts over the past 5 years
- Generated more than $1.74 m gross margin in one year

Geography:
USA

Sector:
Finance and Non-finance

Client:
An executive and contractual staffing firm specialising in Catering, Pharmaceutical, Financial Products & Services and Communication & Technology sectors.

Client Challenges:

- The client was unable to meet the SLAs of their existing VMS accounts and needed to stabilise those accounts. Additionally, client wanted to expand its VMS/MSP business.

Our Solution:

- IMS People Possible's team carried out some analysis of the client's current portfolio and job workflow to better grasp the needs and requirements. From this analysis we recommended to start with 1 recruitment resource and begin to stabilise their priority accounts first.
- We worked with the client to lay the foundations for its Outsourced team by creating SOP's for the recruitment life cycle, preparations for interviews, debriefing guidelines and formulated a list of steps to follow to ensure the successful onboarding of hired candidates.
- Once the prioritised accounts were stabilised, we expanded the delivery team to 18 recruiters, further bolstering the team's capability.

Results:

- IMS People Possible's partnership with the client has been continuously maintained for over 5 years.
- With the support of IMS People Possible, the client has won 20 new accounts over the past 5 years.
- In 2019, the collaborative recruitment effort achieved 68 hires, generating more than $1.74 m in gross margin.
- IMS People Possible are currently managing the client's entire portfolio, consisting of 24 customers across 18 recruiters, with an average of $145 k in gross margin.

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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.