

CASE STUDY



BACKGROUND

Our client is a world leader in biotechnology product development with a mission to make the world healthier, cleaner and safer. With revenues of \$18 billion and 55,000 employees globally, they require people with specialised skillsets for various Full-time roles as well as for Fixed term projects.

CHALLENGE

They needed to fill a wide variety of roles. The talent acquisition team was required to have adequate domain knowledge to be able to understand all their needs, source suitable candidates, screen them and bring them to the interview table.

Secondly, the people who worked there on fixed-term contracts needed an anchor who listened to their queries and solved them fast and acted proactively. Our client being a global organization had many stakeholders spread across the world and needed not only an account manager but also prompt and an expert on all rules and regulations governing employment of a contract employee.

SOLUTION

CIEL understood the context of the organization. They needed to fill a variety of roles, most of which were highly specialised. Hence, the HR partner had to understand the diverse requirements and deliver upon them. Secondly, CIEL account manager was quick to spot the need that the employees on fixed term projects did not get adequate support on HR front.

The account manager in CIEL studied the requirements and allocated them to the member of its team based on their domain expertise. The resume relevance algorithm was helpful in delivering with speed and accuracy. The account manager ensured that we stuck to the delivery schedule and the quality of service.

The self-service portals of CIEL were handy to address the queries of the employees on fixed term projects (deputees). The hygiene factors were restored. Moreover, CIEL's consultants who visited the client's office established the muchdesired level of trust with the deputees and strengthened the Employer Brand of the client. This showed results in the longer term in terms of exit interviews and periodic deputee-connect programmes.

BUSINESS BENEFITS

CIEL reduced the time to hire and increased the success rate of the interviews, thereby delivering cost savings. Further, CIEL reduced the time to resolve deputees queries and increased the satisfaction levels of the stakeholders, boosting the productivity of the client and the Employer brand.

Illustrative List of Full-Time Roles filled:

- AmpliSeq UI developers
- Java Full Stack developers
- Java developers

Illustrative List of Fixed Term Contract Roles:

- HR Business Partner
- CSR Order Management
- Informatica Developer - Data Warehousing
- Cognos - Business Intelligence
- SSAS Developer
- Main-Frame Engineer