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CIEL HR

# CASE STUDY

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## Background

An Indian multinational company specializing in designing, developing, manufacturing, and marketing a wide variety of products in the air conditioning and commercial refrigeration industry. It also offers integrated mechanical, electrical, plumbing and engineering facility management solutions along with water and air purification systems. They needed to hire Engineers, Service Technicians, Safety Officers

## Challenge

The client was facing operational challenges from their existing vendor. We observed that there was a delay in communication with the deputies (temp employees) and client queries were not addressed properly. The delay in issuance of offer letters and ID cards by the previous vendors also reduced the experience of the new joiners. The deputy experience was further worsened by the delayed salary payouts, which led to erosion of the trust between the client and the deputies

## Solution

CIEL assigned a dedicated SPOC for the account management. The SPOC addressed the operational challenges by responding to the client queries and processing the timely inputs without errors. CIEL kept a clear line of communication with the deputies and ensured that the salary payouts are processed on time and their queries are listened to and addressed promptly. The tech-enabled solutions of CIEL ironed out the challenges faced by them and smoothened the operational flow. The SPOC also ensured that a dedicated team of recruiters were involved to identify talent spread across multiple locations in India



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## Business Benefits

CIEL made the process of hiring new resources for business smooth and improved operational efficiency. Thus, the client company was able to shift their focus back to core business areas. CIEL was also instrumental in bringing back the trust of the deputies. This quickly reduced the escalation and attrition rates for the client

## Illustrative List of Roles Filled:

- Engineers
- Service Technicians
- Safety Officers

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