



**CIEL**<sup>TM</sup>

HR inspired by science



# CASE STUDY

## BACKGROUND

An international professional services and investment management firm specialising in Real Estate. They were looking for a partner to support their operations pan- across multiple sites.

## CHALLENGE

The challenge was to hire resources in multiple locations across the country. Each location has its own set of challenges, with talent availability being one of the major factors in some regions. With a specific budget the challenge was also to hire semi-skilled workers.

The client follows rigorous compliance policies where regular audits, documentation, attendance are to be followed strictly. The law of the land differs from state-to-state and hence strict adherence to these laws are a must.

Quality of the resources was another cause of concern for them and they were restricted in their control to mobilize manpower from one site to another.



## SOLUTION

CIEL's geo-presence across the country enabled us to hire for our client in 150+ sites spread across 25 cities in India. This was achieved with teams across locations working in harmony with each other.

CIEL formed a 30 member team to focus on the project and appointed one of its senior members to lead the project. A part of the team was responsible for diligently mapping the talent pool with the required skills and the target locations for the variety of roles, while another part of the team was responsible to maintain the compliance and statutory requirements maintaining different state-wise templates. This helped maintain the quality of the candidates across locations.



To handle sensitive issues, CIEL set up the processes clearly in consultation with the client. A dedicated helpdesk was set-up to address client specific issues on on-boarding, off-boarding, reimbursement processing and query handling. CIEL leveraged its tech-enabled platforms to make the processes run smoothly.

Each employee was communicated and explained the process in the induction. Employees felt listened to and cared for. The expectations around the operational mechanics of the reimbursement processing and query handling were set clearly. Not only the processes were made clear and friendly to them, but also the tech-enabled processes guaranteed the execution of the statutory compliances. CIEL in discussion with the client introduced different uniforms across levels to make them stand-out from the rest.



## Business Benefits

Client's growth projections were met timely by CIEL's Staffing Solutions delivering seamlessly across India. CIEL aligned its sourcing efforts to get candidates who lived in the near vicinity. Thus, the client had more flexibility in manpower mobilization and absorption of good performers. Further, CIEL reduced the time to resolve depute queries and increased the satisfaction levels of the stakeholders, boosting the productivity of the client and the Employer brand.



## Illustrative List of Fixed-Term Roles filled:

- Junior Engineer
- Handyman
- Front-office Executive
- Transport Executive
- Technician
- Plumber
- Carpenter
- Facility Executive
- Soft-services Technical
- Soft-services Non-Technical