



CIEL HR

CASE STUDY





Background

A leading international specialist B2B wholesaler which has operations in 35 countries and employs more than 1,50,000 people worldwide. They needed to hire people across different levels

Challenge

CIEL had to understand the pain points of the employees. We noticed that there was an element of disconnect between the employer and the temp employees (deputees). The employees did not receive the HR support on time; they were not sure if the company really cared for them. On the client side they were facing challenges in attracting the right talent and hence were suffering from extended hiring timelines. This had put additional pressure on the management as well as the existing workforce

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Solution

After understanding the challenges faced by the different stakeholders in the client organisation, a dedicated team was formed to address the varied challenges. To handle sensitive issues, CIEL set up the processes clearly in consultation with the client. Employee helpdesk was set-up to address specific issues on on-boarding, off-boarding, reimbursement processing and query handling. CIEL leveraged its tech-enabled platforms ensured a smooth process flow with clear process communication in the induction. Employees felt listened to and cared for. The expectations around the operational mechanics of the query handling and resolution timelines were set clearly. CIEL's context matching algorithm coupled with the experience of its recruiters prevented unsuitable applicants from appearing in the interview queue, thereby improving effort utilization of the line managers and faster hiring of resources

Business Benefits

The dedicated team of CIEL acted swiftly to pacify the situation and mitigate the negligence of the previous service-provider. This restored normalcy and raised optimism in the minds of the employees. Secondly, as CIEL modified its HR operations process after listening to the needs of the deputies instilled optimism and a sense of being cared-for in the minds of the employees. Also, as CIEL was able to reduce the TAT for hiring, this enabled the client to focus on activities like training and development of resources and other business activities



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Illustrative List of Roles Filled:

- Sales
- MIS Executives
- Supply Chain
- Support Engineers
- Procurement
- Account Executives

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