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HR inspired by science

CASE STUDY

A Global Fleet-Technology & Operations Partner



BACKGROUND

A Mumbai-based technology and operations partner supporting one of Europe's largest electric vehicle (EV) fleet providers was setting up a technology centre in Navi Mumbai. The centre was envisioned to strengthen the organisation's digital capabilities and support fleet operational excellence.

As part of this expansion, the client planned to build a 100-member technology and operations team spanning multiple functions and experience levels. Finding specialised talent, including experienced professionals for niche and senior roles, was key to establishing a team suited to the organisation's lean structure and fast-paced, high-ownership work culture.



CHALLENGE

The client needed a specialised talent partner with the expertise and reach to address a diverse set of hiring requirements. The key challenges included:

- *Identifying specialised technical and functional talent in a competitive hiring market.*
- *Reaching experienced professionals for niche and senior-level positions across different functions.*
- *Assessing candidates for both role-specific capabilities and suitability for a lean, fast-moving work environment.*
- *Managing multiple hiring requirements while the client focused on establishing its new technology centre and continuing its core operations.*

SOLUTION

CIEL HR partnered closely with the client to understand its organisational structure, hiring priorities and expectations from the new technology centre. Drawing on its expertise in specialised talent acquisition, CIEL HR adopted a targeted approach to identifying and engaging relevant professionals across the required functions.

Through focused market mapping, direct candidate outreach and a dedicated recruitment team, CIEL HR expanded access to niche and experienced talent beyond conventional sourcing channels. The recruitment process also placed emphasis on understanding candidates' technical capabilities, functional experience and fit with the client's work culture. From sourcing and screening to offer management and onboarding, CIEL HR managed the hiring process end to end, adapting to the client's evolving requirements.



Business Benefits

- *CIEL HR's specialised talent acquisition expertise helped the client access niche and experienced professionals for its new technology centre.*
- *A targeted recruitment approach addressed varied hiring needs across technical, functional and leadership roles.*
- *Careful candidate assessment helped identify professionals whose experience and capabilities suited the client's requirements and distinctive work culture.*
- *Dedicated, end-to-end recruitment enabled the client to progress with its team-building plans while keeping its wider business priorities in focus.*



Illustrative List of Roles Filled

Function	Roles Filled
Leadership	Head of India Office
Engineering & Technology	Senior Full Stack Developer Senior Web Developer QA Engineers
Data & Analytics	Senior Data Engineer Senior Power BI Developer
CRM & Customer Operations	Senior CRM Specialist Senior Telesales Advisor



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