



# HR Services: Case Studies

**Retained Model**  
**Contingency Model**  
**Contract Staffing**  
**Onsite Recruitment Support**

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**Business Support Services > HR Services > Retained Recruitment****CASE STUDY-1: Retained Recruitment****Client Profile:**

- ☞ A global IT consulting company which provides technology products and services to typically large corporate clients and US government agencies
- ☞ With more than 20,000 employees serving clients around the world, the company's offerings include cloud and infrastructure services, application services, security solutions, and high-end server technology

**The Requirement:**

Our client had multiple requirements for hard to find niche skills including architects and key account executives. They wanted to hire the right talent with security clearance immediately. The roles were mission and business critical and required experience working with specific federal agencies. These skills were integral to the deliverables of the organization and the niche skill sets not easy to recruit. After consultation it was agreed that the Retained Services approach was the most suitable.

**How we helped this client?**

- ☞ The client engaged with KGiSL as their Recruitment Process Support partner to drive the resourcing strategy across two chosen business units
- ☞ A dedicated account team was set up consisting of a manager and four recruitment consultants, experienced in permanent recruitment in the US market
- ☞ The project team assessed and understood the culture of client organization and niche recruiting needs
- ☞ Created project plan with timelines for all deliverables and signed off by both parties
- ☞ The team worked closely with the client hiring managers and handled entire end-to-end recruiting process besides providing other support including
  - Networking and building talent pipelines
  - Talent market research and business intelligence
  - Administrative support coordinating and scheduling candidate interviews
  - Attraction Marketing - creative job advt., branding and best practice recommendations
- ☞ Managed the entire search process from start to finish and provided candidates that not only matched the very high technical requirement but also they were culturally fit
- ☞ The assignment status and progress was periodically shared to client through high-level dashboards and metrics as well as granular reports
- ☞ The candidates hired have an important role to perform mission critical work in the client's business

**The Results:**

- ☞ 100% success rate in filling retained assignments for this client (60+ positions till date)
- ☞ Average time to fill a position is 20 business days
- ☞ Significantly reduced cost per hire (our cost was <10% of the annual CTC)
- ☞ Saved time for the client teams that they focused on talking to and closing only the right candidates that KG project team recruited
- ☞ We now support more other business units within the client organization including Systems And Technology, Data Center Transformation and Application Modernization Outsourcing Services



**Business Support Services > HR Services > Contingency Recruitment**

**CASE STUDY-2: Exclusive Contingency**

**Client Profile:**

- ☞ A design company with over 4,000 employees that blends technology, creativity and engineering to help customers transform ideas into world-class products and solutions
- ☞ Its business span around embedded product design, industrial design and innovation, visual computing, systems integration and professional services
- ☞ The company operates a global network of design studios, development centers and offices in France, Germany, the UK, India, Malaysia, Singapore, Japan, South Africa, Dubai, UAE and USA

**The Requirement:**

- ☞ The client required to fill multiple engineering positions that would support their core business.
- ☞ These positions required niche skills including embedded system design and simulation skills.
- ☞ The client has in the past engaged several contractors through the traditional engagement model, which yielded poor candidate quality and highly unpredictable costs.
- ☞ The client was looking for a partner that can help them efficiently provide recruitment support.

**The Solution:**

KGiSL worked with the client’s management team to build a custom recruiting designed to meet the specific quality, speed and cost-savings goals of the client in which model, KG performs all recruiting activity for the client on an exclusive basis.

**How we helped this client?**

- ☞ An account team leveraging our internal resources was set up consisting of recruitment consultants
- ☞ KGiSL prescreened all of the candidates based on the client-defined job profile and cultural fit
- ☞ Established service level agreements (SLAs) with hiring managers that clearly defined deliverables with respect to candidate feedbacks and delivery turnaround
- ☞ Candidates qualifying the screening process were presented to the client, interviewed with the leadership team, completed background screening and started work, all within two weeks
- ☞ The interview-to-hire ratio in this engagement model is over 75%

**The Results:**

- ☞ Effectively fulfilled over 25+ positions and continuing to support this client
- ☞ Reduced average time to fill (under 20 days) and increased hiring manager satisfaction
- ☞ Significantly reduced cost per hire



## Business Support Services > HR Services > Contract Staffing

### CASE STUDY-3: Contract Staffing

#### Client Profile:

- ☞ The client is one of India's leading home shopping online store
- ☞ Sells various products in categories ranging from apparel, mobile phones, consumer electronics, home furnishings, kitchen appliances, furniture etc.
- ☞ The company follows marketplace business model wherein it facilitates online and offline sales of third party products to its customer base, in addition to handling the customer service
- ☞ It enables a platform for merchants and sellers to sell their products so that merchants/sellers can reach out to a wider customer base and customers enjoy great value-for-money

#### The Requirement:

The client wanted to establish and operate a 150 seat contact center in Coimbatore (Tamil Nadu, India). They were looking for a right partner that can help them efficiently in both staffing and provide high-tech infrastructure. Their staffing requirements included bilingual production staff as well as leadership roles.

#### How we helped this client?

- ☞ KGiSL worked with the client's management team to build a custom staffing and on-boarding process designed to meet the specific quality and cost-saving goals of the client
- ☞ A dedicated account team leveraging our internal resources was set up consisting of a manager, two recruitment consultants, two generalists experienced in HR staffing and payroll
- ☞ As a full-service staffing solutions provider, KGiSL prescreened all of the candidates based on the client-defined job profile and cultural fit
- ☞ After a candidate qualifying the screening process, he/she was then presented to the client, interviewed with the leadership team, completed background screening and started work
- ☞ KGiSL also saved the client's time with its streamlined staffing, payroll and employee relations processes

#### The Results:

- ☞ Fulfilled staffing requirement by placing 150 candidates within 15 business days
- ☞ Significantly reduced cost per hire
- ☞ KGiSL's plug & play infrastructure significantly reduced time for the client to start full-fledged operations
- ☞ KGiSL also introduced the added benefit of the contract-to-hire option for the clients to hire these staff for full-time positions, which is a tremendous cost savings over utilizing an outside headhunting firm
- ☞ The client is pleased with the services and currently operates from within one of our facilities while we manage on-going staffing needs

**Business Support Services > HR Services > Onsite Recruitment Support Services****CASE STUDY-4: Onsite Recruitment Support****Client Profile:**

- ☞ Leading American mathematical computing software company with over 3500 employees
- ☞ Its modeling and simulation products are used throughout the automotive, aerospace, communications, electronics, and industrial automation industries as fundamental tools for research and development
- ☞ Engineers and scientists worldwide rely on the software to accelerate the pace of discovery, innovation, and development

**The Landscape:**

- ☞ The client company needed to balance rapid growth with the fluctuating recruiting needs. Given that the team in India focuses on embedded systems and simulation of a highly technical computing process, the company needed ongoing access to specialized talent for their delivery center
- ☞ The client needed a vendor with deep expertise in the simulation industry as well as in the regional market and respond swiftly to the company's hiring needs.
- ☞ KGI SL has been supporting this client for over 7 years fulfilling their recruitment needs in the US and other global markets.
- ☞ Combined our specialization and success hiring niche needs for this client and with local presence in India; we offered to help this client with their current requirements in India.

**How we helped this client?**

- ☞ KGI SL worked with the client's management team to build onsite recruiting support plan, designed to meet the specific quality and cost-saving goals of the client
- ☞ As a full-service staffing and recruitment solutions provider, KGI SL leveraged our internal resources, assessed and evaluated recruiter skills based on the client-defined job profile and cultural fit
- ☞ Deployed a team of experienced recruiters onsite that started work without any delays and offer seamless support working from within different business units in the client organization
- ☞ Implemented system to manage timesheets, tracking, documenting and reporting key metrics for on-site employees

**The Results:**

- ☞ Fulfilled contingent workforce requirements by placing recruiters onsite with a shortest turnaround
- ☞ KGI SL saves the client's time with its streamlined onsite recruitment, managing labor scale-up or down on short notice, payroll and performance reviews
- ☞ KGI SL also introduced the added benefit of the contract-to-hire option for the clients to hire these recruiters for full-time positions, which is a tremendous cost savings over utilizing an outside headhunting firm
- ☞ The client is pleased with the onsite services, production and quality. They wanted KGI SL to take over end-to-end processes handling all aspects of recruiting and hiring process