

# Case Study: Staffing solutions for one of the global telecom infrastructure provider

## Background

Our client is a global leader in the telecom infrastructure industry. In India their operations are spread across the country and managed through various regional offices. The client had just bagged a deal worth more than a billion \$ from one of the leading telecom service provider. The client had a challenge to meet tight commencement schedule and execute the project in a cost effective way.



Service Offered: Staffing

Challenges	Solutions	Results
<ul style="list-style-type: none"> <li>• Process Design: no central process in place</li> <li>• Tight timeline: Offer letter was to be rolled out for approximately 1500 associates within 3 days</li> <li>• Bulk on-boarding: Approximately 1500 associates were to be on boarded within three days</li> <li>• Vast Geography- Final candidates were located across India - in urban to semi urban areas of India</li> <li>• Acceptance- the requirement included migration of some of the on-roll staff to off-roll</li> </ul>	<ul style="list-style-type: none"> <li>• Procedures were refined to improve the receiving and distribution of applications; Gi Group's established network was utilized for quick identification of potential candidates</li> <li>• Used robust follow-ups with each regional representative to complete induction formalities and have positive response from the proposed new system</li> <li>• Organized a telephonic/ face-to-face induction and addressed all concerns of the employees to complete the migration within the timeline</li> <li>• One-on-one counseling with the associates to inform them about the applicable policies and structure</li> <li>• Regular meeting with the top management of the client for continuous service improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Employees who were migrated to off-rolls experienced superior service quality and high satisfaction levels</li> <li>• Cost effectiveness qualifier duly met by keeping expenses and salaries under control</li> <li>• Project requirements met within tight timescale- resulted into client winning further projects</li> </ul>