



## Case Study

### Permanent Recruitment Programme

#### The customer

Keane, a US-based company that offers a range of Application, Infrastructure, and Business Process Outsourcing Services.

#### The challenge

- Staffing up for a new Business Process Outsource arrangement
- Acquisition of specialist skills sets to fulfil permanent vacancies (C++, Telstra, Project Management and Oracle Developers)
- Rapid ramp up required to ensure project success

#### What we did

- Defined the end-to-end recruitment process together and roles and responsibilities of each individual involved in the process
- Worked with the project's Resource Director to map out the selection and screening profiles for each role
- Implemented a salary rate card to ensure attraction of top talent into the organisation
- Prioritised the recruitment of roles to ensure key appointments were placed first
- Put in place a dedicated recruitment team of 4 consultants to meet the challenge

#### What we achieved

- Delivered 50 hires during a period of a year, 30 of which were delivered within the first 3 months of the project.
- Provide clear visibility of recruitment activity, pipeline and offers to the Resource Director
- Delivered 75% of the hires directly, thus reducing the cost per hire and maintaining a strong brand message.

"We at Keane were faced with a number of very difficult recruitment challenges. InterQuest tackled the project with flair and professionalism. Their proposed solution gave us immediate confidence and we were not disappointed in the eventual outcome. They ensured priority roles were completed and delivered against all requirements with accuracy and acumen.

In the final analysis we could point to significant cost and time savings and a pool of excellent new hires with which to drive our service forward. We enjoyed our partnership with them and would recommend them to any organisation looking for a pragmatic and effective recruitment partner."