



The Client delivers IT and Telecom based business solutions to customers across the Globe, it has a huge presence in India, through a highly skilled and trained workforce. Since 2015 Capsag Consulting Services has supported The Client, a leading provider of telecoms and information technology systems, services, and products, with a comprehensive Staffing Services Programme throughout India.

# THE BACKGROUND

The Client in India builds and operates IT systems and services for large-scale its clients in both the public and private sectors, employing thousands of employees with an annual revenue of XXX billion. Their services include consulting, applications, systems integration, managed services and product solutions for customers in the retail, financial services, telecoms and government sectors. Due to the nature of this wide-ranging service and product provision, The Client required a Recruitment and Staffing partner who was able to source and administer temporary workers to cost effectively support its customer-base right across India.



# THE CHALLENGE

The Client's regional structure enables its own customers to deploy best-practice methodology and knowledge, while local operations ensure that IT solutions are delivered in line with local customer requirements. With temporary employees based at many sites across India, and a requirement to provide on-site support at key locations, the Client needed to source a like-minded staffing partner to effectively support this business approach, and one that shared a similar scope and allegiance to service excellence.

They required a supplier who could source a scalable, right-skilled temporary workforce to match the strict timescales set by their customers. Once in place the workforce needed to be expertly managed to minimise any associated levels of attrition, absence, or underperformance. Thirdly, the chosen supplier would need to have tried and tested processes in place to ensure all workers were paid correctly, on time and with related invoicing executed with 100% accuracy and promptly.

# THE SOLUTION

Through a very rigorous selection process The Client selected Capsag in 2005 as its Key Vendor across various skill sets to realise cost savings through flexible, efficient temporary workforce solutions. Since then the service offering has evolved into a full Managed Service Programme, supplying temporary employees through specialised recruitment and on-site staffing services at key locations, supported by local temporary staffing provision for all other Client locations throughout India.

By investing in this infrastructure, Capsag ensured that the delivery of 20-30 staff was scalable, temporary workforce could be successfully sourced and recruited, often including lengthy background checks with less than one-week lead times. Capsag's Shared Service Centre, based at Delhi, provides centralised administration giving the on-site teams more time to develop internal relationships and enhanced visibility within The Client.

The Staffing Managed Service Programme consolidates the number of staffing suppliers, reducing invoices and addressing process improvements, whilst delivering a flexible workforce that is supplied at a pre-determined margin and managed consistently with compliance.





# OUTCOMES

The Staffing Managed Service Programme allows The Client to outsource all staffing supplier relationships for the Client through Capsag, taking responsibility for relationship transfer and key order process communications, together with fulfilment. As a result, savings are maximised, direct and indirect costs contained, key workflows improved through automation, and Client's management gain better visibility through the development of in-programme bespoke MI.

Using Capsag's support the Client has exceeded service delivery agreements, achieving almost 100% on-time fill rates over a range of L1 and L2 skill sets, helping to fuel competitive advantage for Client. Sharing best practice has been introduced by way of several forums including a weekly programme managers exchange, monthly managed services leadership meetings, cross-programme sharing and a quarterly managed services trading exchange.

Latest results show an average customer feedback score of 8.1 out of 10, with a workforce survey rating of 95%. Furthermore, Capsag has fulfilled all contractual requirements since the contract began, meeting 98% of all related service level agreements (SLAs) and achieving preferred Supplier status in the third year of the contract. After meeting or exceeding all Key Performance Indicators month-on-month over three years, Capsag is now invited to bid for similar Staffing solution services.

# SUMMARY

**Industry:**

IT and Telecom Services supplying to BPO, Retail, Financial Services, Telecoms and Government

**Scale:**

20-30 temporary workers based on project and/or seasonal requirements

**Timescale:**

On-going

**Skills:**

L1 and L2 skilled resources across IT Helpdesk, Field Engineers, Data Entry

**Service:**

Full Staffing Managed Service Programme

**Basis:**

On-going since 2015

