

Case Study:

Expansion of an EMEA Professional Services Team for an Operational Support Systems (OSS) Software Vendor

Situation

An OSS software vendor, part of a \$10bn, top 5 global IT vendor urgently required a team of Professional Services Consultants, to be identified, pre-qualified and hired in aggressive timescales. Demand from existing customers had resulted in a \$20m professional services sales pipeline, which in turn drove the immediate need to identify and hire 20 Solutions Architecture and Systems Integration Consultants.

The number of heads required, the need for specific and rare skills, within a swift timescale, created a challenge at a time when failure was not an option.

Identifying the skills required would be challenging as the profile of candidate was not commonly seen in the marketplace. Suitable candidates were likely to be highly sort after individuals who were well regarded by their existing employers. It was essential to on board the right type of person, as the project was part of a bigger plan to grow the EMEA Professional Services team with skill sets not previously needed; Solutions Architects, Developers, Transformational Services with deep OSS domain knowledge in Service Assurance; NMS, FCAPS, MiB's, NGN, Optical, Java, C# and Unix experience.

To be successful in this project the client required a focused, pro-active, results driven staffing solution to achieve their goals.

Solution

Engaging with the European Senior Management team, we analysed the skills landscape, researched each target firm and utilised headhunting techniques to contact suitable passive job seekers. Our team acted as an extension to the clients business, ensuring target candidates were compelled to consider our clients opportunity.

Project management of an interview strategy in aggressive timescales, ensured we maximised the time of management teams and resulted in a swift hiring process.



ConSol Partners

Consulting Solutions in Partnership

Results

- 100% of hiring targets achieved within 8 weeks from instruction
- Pre-screening of over 100 OSS candidates yielding 20 hires
- Strategy and management of multiple interview processes
- 100% of all offers accepted
- 20 hires made

Value

The partnership methodology facilitated a swift response to requirements allowing an on-going global search of hard to find niche technical skills.

Process management of interview strategies, immigration and relocation allowed the client's local management team to focus on their core responsibilities, freeing them from the burden of staffing. The hiring of all applicants ahead time allowed the Client to fulfil on their Professional Services sales opportunity.

On boarding of the skills enabled the client to deliver against to their biggest global customer as part of a \$30m OSS deployment.