

**Case Study:**

**Expansion of a Business Technology Consulting firm in the Middle East**

**Client:**

US & EMEA Business Technology Consultancy and Cisco Advanced Services Partner.

**Situation:**

Established in North America and Europe, the client had recently commenced trading in the Middle East. After a period of growth, utilising internal resource from Europe and the US, the Client had the need to build associate and permanent headcount in the Middle Eastern region.

This required on boarding skills with new world communications infrastructure experience, including; CCIE's with Service Provider and large Enterprise skills, Unified Communications / IPCC, Optical and OSS.

To fulfil demand from customers in Saudi Arabia, UAE & Qatar, the client required access to a global pool of talent and local skills.

**Solution:**

Working with the clients regional management team based in the Middle East, a partnership engagement was adopted whereby the ConSol Partners account team accessed the clients sales pipeline via weekly conference call, thus forming an extension to the clients own resource coordination team. This gave visibility of the on-going external skills required and the timescales.

An on-going global headhunting search was initiated; targeting countries where Advanced Cisco technology had been deployed and technical skills would be available. This included Western Europe, USA, Canada, Australia, New Zealand and South Africa. Upon identification of skills by ConSol Partners project team, a managed service including skills & cultural pre qualification, technical vetting, relocation and immigration were under taken.

ConSol Partners took complete ownership of mid-term project requirements that demanded immediate access to resource. Sourcing from a Global skills pool, ConSol Partners provided resource at a fixed cost "in region" with ownership of local visas, flights, accommodation, and all tax and payroll compliance issues.



# **ConSol Partners**

*Consulting Solutions in Partnership*

## **Results:**

- 20 senior business and technology consulting employees were delivered in a 24 week period
- The client enjoyed a CV submission to hire ratio of three to one
- 75% of all offers were accepted
- 100% of the individuals who relocated arrived on to the client's premises

## **Value:**

The partnership methodology facilitated a swift response to requirements allowing an on-going global search of hard to find niche technical skills. Access to a global pool of talent, in conjunction with local skills facilitated the client's delivery to their regional clients.

Shared pipeline combined with a flexible subcontract resource model allowed accurate project pricing and swift project delivery of white label resource.

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.