

# HELPING OUR CLIENT SCALE TO MEET GROWING CUSTOMER DEMAND

Successfully growing our server-debugging team headcount on-site with our client by 283% in 2024, within a two-week turnaround period.

## AT A GLANCE

### CHALLENGES

- Managing volume of interviews across roles at the same time.
- From offer stage to the starting date, we had a two week turn around period.
- Increased volume of candidates were required to ensure we had a high enough volume to enter the interview process. We brought in other members of the team and upskilled them on this account to increase our bandwidth.

### WINS

- 283% increase in our onsite presence.
- Strong support through the onboarding phase to ensure hires started strong.
- We have a 88% success rates for all those candidates who interviewed for permanent positions at the end of their contracts.

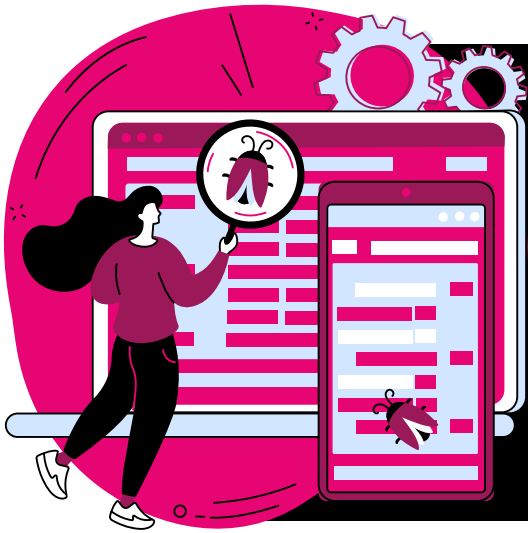
## OBJECTIVE

The mission we were tasked with was to assist our client in scaling alongside their increased demand from their customer. This would mean we would need to increase our candidate headcount by five times of our usual numbers onsite, which would see a significant increase to the workload and resources we would have assigned previously to this client. Not only was there an increase in the volume, we also had to contend with new shifts being created and resourcing new night and weekend shifts to cover the project needs.

## SOLUTION

We were well positioned to work on this project as we are well-experienced in dealing with these types of teams for 10+ years. Due to this experience and our well-established network we have always been able to find the candidates to place into the selection process. Our job fill rate within data centres is at 90% on average.

Through the power of job boards, our unintentional referral scheme and focusing on our D&I strategies, we were able to deliver on our client's requirements. We also have a very flexible team who have a great understanding across all of our DC clients and not just reliant on their one specific vertical. This allows us to be extremely reactive to deliver across our clients' demands. We also worked with this client to create an interview process that was fit for purpose, with general screenings, technical screenings and tests. We had certain standards in place across these processes to ensure that only the best fit candidate with all the relevant skills were selected for the role.



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## RESULT

### #1 Key result

In terms of numbers, in 2024 so far, we onboarded 17 new contractors for their server debugging team. We are also in the middle of recruitment processes for a number of teams that will see headcount increase by another 10+ contractors before the end of quarter 4.

### #2 Key result

These 17 new contractors bring our total headcount to 20. Our max headcount in 2023 was 3 and we had 6 placements total across the year to cover conversions and people finishing up their contract. This is a 283% increase to our numbers onsite for this year.

### #3 Key result

What the figures tell us: We sent 38 CVs over for review this year to cover requirements, of this number 28 entered the interview process, this is a 74% success rate. This means we have a success rate of 60% for candidates moving from interview to placed with our client.