



## ***CUSTOMER SUCCESS TECHNOLOGY***

*Antal International Network*

***HOW PERFORMANCE BUILDS TRUST***

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## THE CLIENT

The client is an American financial services company. The company operates in six areas commercial hedging, global payments, securities, physical commodities, foreign exchange and clearing and execution services. They are currently serving more than 420,000 clients in more than 180 countries. Founded in 1924.

## THE ROLE

Senior Business Analyst – 2



## THE ASK

- Experience working on various payment systems, including ACH, Swift, MT 103, MT 202, and SEPA.
- Should have experience working with financial services industry, banking, or fintech.
- Stakeholder Communication

## URGENCY

The role was open for two months.



## HIRING STRATEGY

Antal's Four Way Methodology which aims at combining the best of passive and active candidates was deployed.

## BEING AGILE

The client wanted immediate Joiners but for this role the market had very less pool of immediate joiners.

To ensure that the business losses due to this vacancy are limited, the consultant educated the client and started searching for a right fit by Passive connects, referrals and networking.

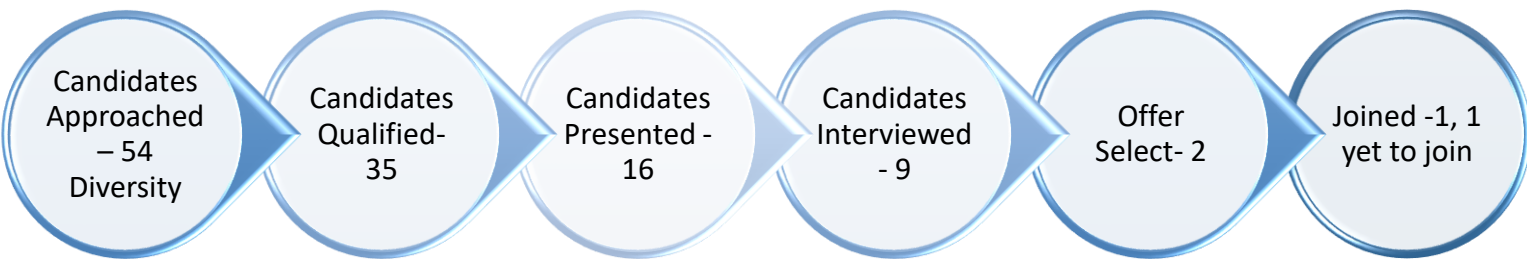


## INTERVIEW PROCESS

Well defined interview process with technical, leadership, culture, people fit assessment, motivation and aspirations and the HR round.

Within the week of the search, we delivered our shortlist of 5 candidates for the drive, all of whom were interviewed.

## KEY METRICS



## SPECIFIC CHALLENGES

- Not enough candidates who would meet all the factors on the Ask.
- Candidates were unrealistic in their compensation expectations. Client was looking for immediate joiners with was the biggest challenge.

## TOUCH POINTS

The candidate was kept engaged through conversations, exchange of knowledge, industry insights, in person meeting with both the recruiter and the client, debriefing etc.





## THE OUTCOME

1 joined and 1 offered to join out of 16 CVO.

The client was satisfied with the speed and precision of delivery. They facilitated as with other roles for which interviews have started.

## KEY LEARNINGS

- Understanding client, their industry, their context for the hire is critical for placement success.
- Candidate education is a vital part of the work of a recruitment partner. This makes the candidates appreciate the value of the opportunity at the same time, keeps them objective and market realistic.



## WHY SHOULD YOU WORK WITH US?

- If you want to take the guessing game out of your hiring cycle.
- If you want realistic advice on the market realities and talent landscape.
- If you believe that talent is an organization wide conversation.
- If you want to achieve your business plan.

## ABOUT ANTAL JAIPUR, SIRSI ROAD

The office specializes in fulfilling the talent needs across Automotive Technology, Manufacturing, Specialty Chemicals, FMCG, Retail, Consumer Internet, Supply Chain and Logistics cutting across disciplines.

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