



## ***CUSTOMER SUCCESS TECHNOLOGY***

*Antal International Network*

***HOW PERFORMANCE BUILDS TRUST***

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## THE CLIENT

A US based Multinational FMCG Company, who is Pioneer in Non – Dairy products such as whipped cream.

It has global presence in more than 100 countries with strong infrastructure in India including three manufacturing units, 4 regional offices including Pune and Mumbai.

The Data Center has 150+ employees within a span of 2 years.

## THE ROLE

Senior Cloud Infrastructure Analyst – 1 position



## THE ASK

- Work independently as an SME for Azure Infrastructure
- Good knowledge Active Directory
- Experience in Terraform, Azure ARM, PowerShell, Azure DevOps

## URGENCY

- The role was open for over 2 months. Other Vendors/partners and internal team worked on it and were unable to close the position due to last minute back-outs.



## HIRING STRATEGY

- Since the role was open and candidates were already introduced to the opportunity, a new approach was needed.
- Passive connects, referrals, building connects, mock calls and networking were the choice sourcing strategies which resulted to a closure.

## BEING AGILE

The team went to the drawing board and listed relevant companies within the FMCG/Food Manufacturing space.

In conversations with targeted individuals, insights into client organization and the current role's contribution to the business were highlighted. A thorough explanation of variables was provided.

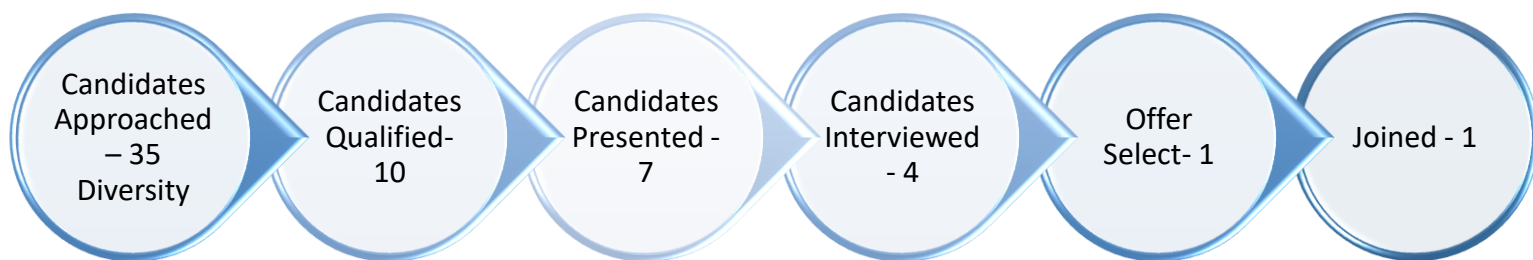
The candidates were educated as to the growth within the firm, and how a stint with the client will build their careers. And introduced other on-site opportunities (if applicable).



## INTERVIEW PROCESS

- Within the first week of the search, we delivered our shortlist of 3 candidates, all of them were interviewed and Client finalized one of them for the position.
- Well defined interview process with technical, leadership, culture, people fit assessment, motivation and aspirations and the HR round.

## KEY METRICES



## SPECIFIC CHALLENGES

- Not enough candidates who would meet all the factors on the Ask.
- Candidates were unrealistic in their compensation expectations. They were educated on current market trends in their line of work highlighting the importance of building a career with a growing brand, rather than moving jobs for money.

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## 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 joiner out of 7 CVO.
- The client was satisfied with the speed and precision of delivery. They facilitated an introduction with another company within the same group, for which interviews have started. They shortlisted one, offered him and we made him join.

## KEY LEARNINGS

- Understanding the customer, their industry, their context for hiring 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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