



***CUSTOMER SUCCESS  
TECHNOLOGY***

*Antal International Network*

***A LEADERSHIP DIVERSITY ROLE  
FOR A MEDTECH COMPANY***

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## THE CLIENT

The client is a \$300 mn global IT solutions company that delivers health information technology enterprise solutions and products within the US Markets. They have around 1400+ employees globally and 600+ employees in India.

## THE ROLE

Director QA (for their captive in India)



## THE ASK

- An earmarked diversity role, from within the healthcare domain
- Very selective about skills and candidate's current title
- Specific about the total years of experience and the length of current tenure
- Should have grown within QA Testing function from the start of the career

## URGENCY

The role was open for more than a year. The delay was caused due to a merger.



## HIRING STRATEGY

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

## BEING AGILE

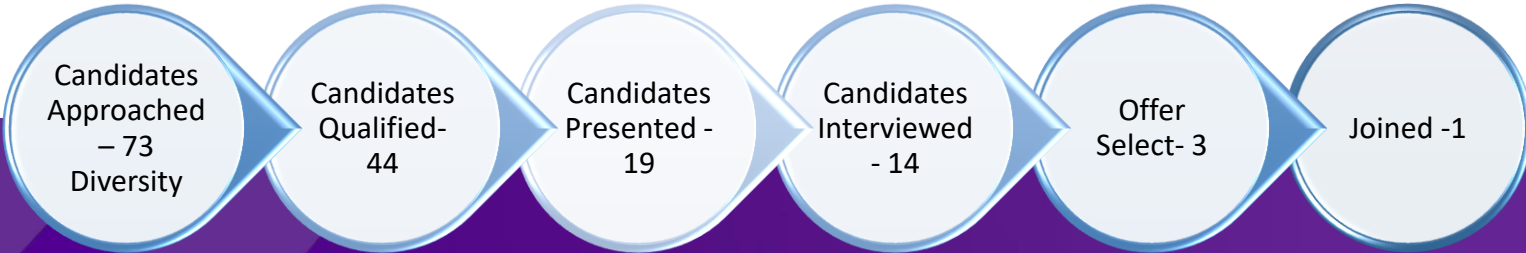
- Due to changing priorities of the business, the client revised the specs thrice.
- We worked through ambiguities in designations, water tight budgets, and changes in the interview process.
- We provided market intelligence, and consulted the client on multiple occasions.
- We continued to remain flexible with the needs of a changing business reality for the client.



## INTERVIEW PROCESS

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.
- To have four DMs minds corroborate and verify on every single candidate.
- Long interview process.
- Very tight budgets.
- Having the reporting relationship change as the candidate completed 85 days during notice, to communicate it to the candidate and to validate their commitment.



## 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

The offered candidate joined in May 2023 with 100 days of handholding post resignation.



## KEY LEARNINGS

- Business environments are complex and change at a rapid pace.
- Collaboration, Flexibility and Creativity together with Persistence wins the day for all.





## 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 CHENNAI, CATHEDRAL ROAD

The office partners for fulfilling the talent needs within IT and ITES, GICs, Start-up, ECommerce, and SaaS based companies.

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