



***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

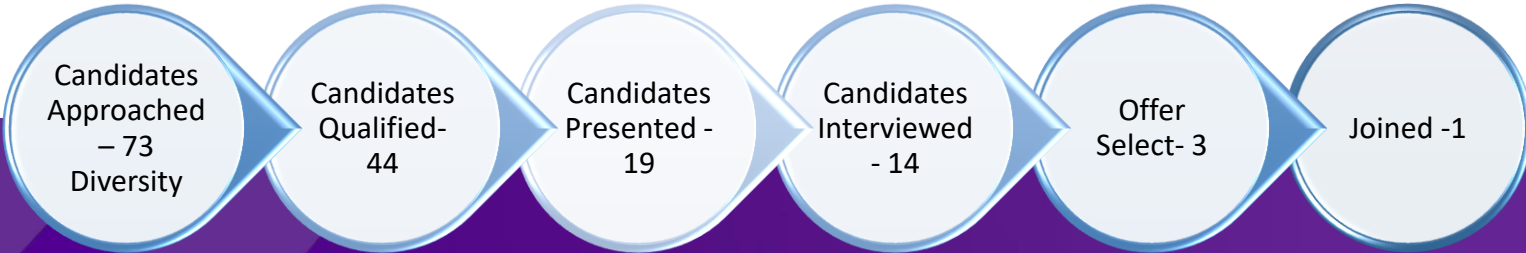
- Due to changing priorities of the business, the client revised the specs thrice.
- We worked through ambiguities in designations, water tight budgets, and changes in the interview process.
- We provided market intelligence, and consulted the client on multiple occasions.
- We continued to remain flexible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