



***CUSTOMER SUCCESS
GCC SUCCESS- MEDICAL DEVICES***

Antal International Network

HOW PERFORMANCE BUILDS TRUST

WWW.ANTAL.COM



THE CLIENT

The client is a world leading medical devices manufacturer & one among the top 10 names in the world in this space. They are spread across 160 countries with 30k+ employees globally. Their Global Capability Centre in India is currently a 50+ employees, and looking to become a 350+ people strong in the next 2 years.

THE ROLE

19 SAP & Infra support roles



THE ASK

The customer wanted to close 19 highly specialized & niche SAP & Infra support positions within 90 days for their GIC in India. This was part of their pilot IT hiring in India and it was imperative that they get this hiring right.

This pilot was critical also, as it would provide specific insights about tech talent availability and how to attract the best talent for the GCC.

URGENCY

The client had previously engaged with Antal end last year, for a talent heat mapping, including on availability and attractive compensation levels for the talent. The client came back in June 2023 with the current set of requirements. They were cognizant of the delay and wanted to have these 19 skill sets onboarded within 90 days.



PAIN AREAS

The client's limited exposure within the tech talent landscape in India, both in terms of availability and compensation benchmarking, posed significant challenges for their hiring plans. The centre leadership were pressed against time to on-board 19 resources in 90 days. Against this context, the Centre leadership needed to partner with a GCC Hiring specialist.

HIRING STRATEGY

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



BEING AGILE

Agreement on SLAs from client was a crucial element in the success of this project. We confirmed key process milestones in days, which brought in a certain movement forward.

Periodic calls with the stakeholders allowed to settle the concerns, look at newer solutions to make the project conclude successfully.

This meant the client was also encouraged to be agile in terms of their ask vs a vs the constraints of the role.

KEY METRICSES



SPECIFIC CHALLENGES

Three roles were tough cookies to crack.

SAP BASIS role saw significant delay in CV and interview feedback.

SAP Quality Management and SAP PP-DS roles were difficult due to constraints in talent availability in the location the roles were based at, namely Gurgaon.



THE OUTCOME

With periodic interactions and a commitment to make the project a success, the client remained realistic. We have been able to onboard 15 candidates and 2 more in offer process. For certain positions we even closed the role in less than 3 CVs which made the client really happy with our quality.

KEY LEARNINGS

Provide industry insights, salary information and market data to and makes the client to be competitive and attractive.

When posed with challenges, immediately arrange for connect calls with the respective team and get them aligned with a likely solution or a work around to avoid losing out on top talent.

Do not hesitate to ask questions or raise concerns when encountering road-blocks or challenges along the way because



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.

Visit: <https://www.antal.com/recruitment/india-chennai-cr>

Call: +919840707350

Email: vnair@antal.com

