



your IT recruitment partner



GLOBAL BPM VENDOR

The Challenge

To source multi-lingual people with a talent for technical support able to support clients around the world

Xist4 has been recruiting for the past seven years on behalf of a Global BPM vendor, a leader in infrastructure and business intelligence software. They are renowned for developing new software tailored to their client's needs, as part of their commitment to their worldwide customers the software vendor also provides a constant technical support facility. At the beginning of a major roll out, this frequently means that the vendor needs to increase their multi-lingual support staff to be able deal with global demand for their enterprise software.



The Solution

When faced with this urgent need to increase their support staff the global vendor has repeatedly turned to their recruitment partner Xist4 with whom they have an ongoing relationship. Xist4 fully appreciates and understands the challenging business environment that the software company works within and the urgency to find talented people who can be part of their technical support team.

One of the key considerations for this client was to ensure that new people joining them would be highly proficient application support staff with the ability to read programming code (i.e. Java, C#, C++ or C), but who would not seek a development role. They needed to be happy in a customer centric, problem solving position, where they would be dealing with clients over the phone, e-mail, remotely diagnosing and solving any software issues.

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The Results

Xist4 has consistently sourced candidates who met this global BPM vendor's precise requirements by rigidly following their own tried and tested formula.

Xist4 initially identify a number of candidates with the right balance of qualifications and skills from their expansive database and referral networks, as well as advertising the role on the most popular specialised job boards. Before presenting the vendor with prospective candidates, Xist4 assessed each person's competency during a telephone, skype and/or face to face interview.

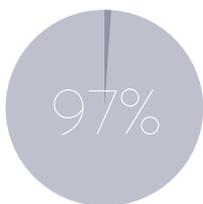
Once the experienced account manager was satisfied that everyone matched the full criteria of the role, Xist4 put their name on a refined short list which was sent to the global BPM vendor. This process made it much easier and quicker for the vendor to choose the right person, since much of the hard work of finding and identifying people had already been done for them. Following the interviews Xist4 continued to act on behalf of the global BPM vendor negotiating with the ideal person to offer them a position within the company.

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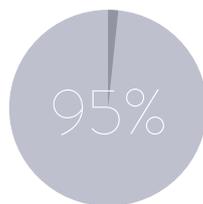
We have been pleased with the response to vacancy briefs received from Xist4IT Recruitment together with their professionalism and knowledge of the market place. Xist4 IT Recruitment have been particularly effective in supplying candidates in areas that other agencies have struggled with. We look forward to continuing this effective and friendly relationship in the years to come.

European Support Desk Manager

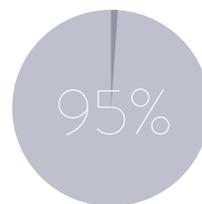
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We achieve **97%** offer acceptance ratio



We have repeat business from more than **95%** of our clients



Over **95%** of our clients would recommend our services

Key Value Added Points

- 1 All shortlisted candidates are fully briefed and given client information, client URL and a job description where available.
- 2 Prior to the interview all clients are provided with an email confirming the candidate's name, contact details and the date and time of the interview.
- 3 All interviewees are given an interview pack containing an interview confirmation email, location directions/map, interview format and a job description where available.
- 4 At Xist4 we pride ourselves on our high levels of service. We provide full aftercare support for both clients and candidates following a new placement.

Client

Xist4

Candidate

Client sends in requirement details on 14th March

Qualify client requirement on 14th March

Search Xist4's database and advertise role on major job boards on 14th March

Qualify candidates. Video conferencing facilities available

Candidates started to apply on 14th March

Client receives shortlisted candidate CVs. Client reviews CVs and requests 6 interviews

Shortlisted 10 CVs between 14th – 30th March

Client interviews candidates

Confirm candidates' availability and interest. Arrange interviews (1st, 2nd and 3rd as required)

Candidate attends interview

Client assesses interviews and selects preferred candidate

Interview feedback received and relayed to both client and candidate. Preferred candidate selected

Candidate accepts job

Preferred candidate offered by client and accepted by client on 26th April

Client receives confirmation of acceptance

Relay candidate acceptance to client

Candidate management to confirm notice handed in. Confirm start date

Candidate starts work

Candidate started on 13th June

Candidate starts work

Aftercare support Performance Survey. Performance review call made 24th July