



your IT recruitment partner



ONLINE GAMING COMPANY

The Challenge

To recruit people highly proficient in technology, with a background in e-commerce and an understanding of online gaming.

When your website is your sole link to your audience its maintenance and functionality become of primary importance; none more so for an online gambling company. Their interactive website is used by millions every day, 24 hours a day, to place bets on the outcome of Europe's most popular lottery draws.

This means that the website cannot afford any down time and behind the scenes the company needs to utilise sophisticated software to process transactions for electronic fund transfers and to handle customer relationships. Anyone joining this online gaming company had to appreciate the absolute need to ensure the website is always available and ideally understand both the world of e-commerce and the complexities surrounding online gambling.

The Solution

Finding people to fit this client's precise requirements would be seen as a challenge for some recruitment companies, not so for Xist4. Using their focused recruitment process they have excelled in finding people with a breadth of skills for this popular online gaming company. By taking the time to understand the strict parameters that the company works within, Xist4 made it a key priority to seek candidates who they knew would be able to cope in such a demanding environment and could fill the full criteria of the job.

For each position that Xist4 was seeking to fill, be it as a service desk support agent or a Java developer, Xist4 initially checked that each person had the right balance of skills needed for the vacancy. Then during a face to face interview they were able to assess that person's working knowledge of the two key areas; e-commerce and online gambling.

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The Results

Having conducted these essential pre-interviews Xist4 could reliably present their client with a refined short list of candidates from whom they could choose several people to attend interviews with other members from the online gaming company.

For Xist4 following their thorough process to assess not only someone's professional capability, but also to be able

to make a judgement about that person's suitability to fit the culture of the company saved their client valuable time.

In a 24 hour business time is money; to be presented with competent people, perfect for the company with the right level of skills, meant the successful person started just four weeks following the receipt of the client's brief.

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I've decided to give Gozie this recruitment responsibility, because to him providing Human Resources means building a relationship with the Company, understanding its management and what is really needed to fit the environment and the role

Head of IT

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97%

We achieve
97% offer
acceptance ratio

95%

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

95%

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 24th November

Qualify client requirement on 24th November

Search Xist4's database and advertise role on major job boards on 1st March

Qualify candidates. Video conferencing facilities available

Candidates started to apply on 24th November

Client receives shortlisted candidate CVs. Client reviews CVs and requests 4 interviews

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Shortlisted 9 CVs between 24th November – 5th December

Client interviews candidates

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

3

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 12th December

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 19th December

Candidate starts work

Aftercare support Performance Survey. Performance review call made 6th February

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