



your IT recruitment partner



INTERNATIONAL CLOUD STORAGE

The Challenge

To find a technical support manager fluent in French or German with strong customer facing and application support experience.

Global cloud software companies are growing at increasingly fast pace. They therefore need enthusiastic support professionals capable of performing to a consistently high level.

As a multi national leader in cloud storage, building a platform that is able to support over 25 million people across six continents, requires a strong and organised application support team. After several months of unsuccessful recruiting, this London based company turned to specialist IT recruitment agency, Xist4, to help them fill their vacancy. In this instance a client found their vacancy for a technical support manager had remained unfilled for over several months, they turned to a specialist IT recruitment agency, Xist4.

The Solution

Working alongside the UK division, Xist4 spent time learning about the company's culture and future aims to appreciate the environment the candidates would be working in. This essential knowledge meant that they could focus their search on language and technology job boards. Xist4 posted job adverts on various international social and business networks to appeal to candidates fluent in French or German, with application support experience, who were already in a managerial role with a background of leading application support professionals.

Ideally Xist4 wanted to attract candidates keen to work for a developing company, who would be happy to embrace new technologies and new working practices. Xist4 also featured the IT vacancies on their own high traffic website as well as exploring their own database for candidates with the right balance of technical knowledge, management experience and fluency in either German or French.

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The Results

Following their extensive search Xist4 selected several IT specialists who matched the full criteria of the roles. Before presenting a shortlist of candidates to the client, the dedicated Xist4 account manager spent time interviewing each candidate to thoroughly assess their suitability. As a result of this extensive process Xist4 was able to recommend several candidates for the role, allowing the cloud storage company to fill their much needed vacancy.

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Our requirements as a fast growth startup are very specific and always challenging to meet in the highly competitive cloud computing market. We briefed Gozie on a particularly hard to fill position which combined technical knowledge, management experience and languages. This role had been opened for a few months with other recruitment agencies not delivering the quality of profiles we expected.

In a short space of time Gozie was able to present very strong candidates and facilitate a complex interview process with interviewers in different countries. We ended up in a position where it was a difficult decision to choose between 2 top talents Gozie had presented to us!

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Head of Recruitment, EMEA

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 23rd July

Qualify client requirement on 23rd July

Search Xist4's database and advertise role on major job boards on 23rd July

Qualify candidates. Video conferencing facilities available

Candidates started to apply on 24th July

Client receives shortlisted candidate CVs. Client reviews CVs and requests 9 interviews

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Shortlisted 9 CVs between 24th July – 27th August

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

Preferred candidate offered by client on 17th September

Client receives confirmation of acceptance

Relay candidate acceptance to client

Candidate accepts job

Candidate management to confirm notice handed in. Confirm start date

Candidate starts work

Candidate started on 22nd September

Candidate starts work

Aftercare support Performance Survey. Performance review call made 8th December

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