

Case Study

Volume Recruitment Campaign for Banking Client

AAITE ALL ABOUT
IT EUROPE

BSL
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THE CHALLENGE

In July 2016, All About IT Europe (AAITE) part of Blackapple Solutions was selected by a key client (**Barclays/HCL Project**) within Banking to be its exclusive recruitment partner for a volume recruitment project focusing on **IT Service Desk, Customer Support and other IT technology roles**. Our client had many project work streams and, they need to ramp up the current **IT Service Desk** with significant number of IT support professionals and Customer Support agents including languages namely **French, Spanish, German, Danish, Swedish** etc. A significant number were required within tight time scales to scope projects and ensure successful implementation.

SCALABLE SOLUTIONS, NOTABLE RESULTS

Within a three-month period, AAITE (BSL) interviewed over 250 qualified candidates. Using a combination of network and referral, database searching, online advertising and more innovative online attraction (banner advertising and Twitter), AAITE (BSL) successfully attracted passive and active candidates. By end of October 2016, AAITE (BSL) placed nearly **125 contractors on site**. Along with that, we could hire **25+ candidates for full time and permanent positions** to our client. This an **on-going project** and as an exclusive partner we continue to support our client in hiring these positions on on-going basis till date.

AAITE (BSL) was responsible for pre-screening of all candidates and, on a weekly basis, organising between 10-20 interviews onsite with the client's resourcing team and line managers. Working to demanding conversion rates, AAITE (BSL) managed an 85% pass rate at 2nd interview stage and offer to start process including stringent Pre-Employment Screening checks for all interim/contract workers. And for permanent hiring, we support our client in all document gathering and other HR processes.

Communication with the client is being managed through an appointed account director, supported by a dedicated project team of two senior consultants and two compliance/administration support staff. MI reports (candidate trackers) are issued daily and there are weekly project briefings between AAITE (BSL) and the client to determine demand and delivery.



Project Snapshot

CHALLENGES

- A very high volume of positions is required to be fulfilled within tight timescales. This includes mixture of IT Service Desk, Language Support resources and other IT technology roles.

SOLUTION

- Volume campaign solution and processes in place
- Project team of five AAITE (BSL) staff
- Multiple candidate attraction and sourcing methods used to attract both active and passive candidates
- Tracking and regular reporting to the client for transparency on campaign progress

RESULTS

- Within a three-month period of time, AAITE (BSL) interviewed over 250 qualified candidates and placed nearly 150 contractors and 25+ permanent hires to our client. This is an on-going project and we continue to hire for our client.
- We support various language support roles which include French, German, Danish, Swedish, Norwegian etc.
- Working to demanding conversion rates, AAITE (BSL) achieved an 85% pass rate at second interview stage
- The client was consistently impressed with AAITE's (BSL) service, response to any issues and attention to detail