

Maple C&S sharpens... hiring methodologies and OVER ACHIEVES HIRING TARGETS for a well-known Global BPO.



“We were glad to have Maple C&S on board as our Executive Consultant. Their strong combination of global knowledge base and providing localized solutions with innovative technology helped immensely in meeting our unique needs.”

Key Achievements:

Maple CS Engaged in Q2-2016

	2015		2016		
	Q3	Q4	Q1	Q2	Q3
No. of position	152	132	121	91	60
Full Rate	15,78%	8,33%	4,95%	37,36%	46,66%
Ops Selection	4,51%	5,45%	4,67%	59,60%	56%

The Challenge

Workforce Management is a key area in BPOs that incorporates forecasting, scheduling, service and contact centre efficiency.

The MNC in question was facing a very unfavourable situation in attracting highly scaled niche talent for critical positions and building a proficient WFM department.

A specialist view was needed to understand this ‘hiring need gap’, identify correct assets, advise for continuous improvements and ensure hiring requirements are being met.

The Solution

Understanding the company’s needs in-depth and developing close bonds with the top management team, Maple C&S built up solidarity across levels to meet their continuous recruitment requirements within a short time span.

Driven by deep analytics, strategy, insights, understanding market conditions and geographies, Maple C&S’s expertise formed the key advantage in finding the right assets for the Global BPO.

The Result



As you can see in the above graph, the number of positions that needed to be filled dropped from **152 to 60** in a matter of **6 months** after Maple C&S took over.

Also the fill rate of the **right candidates** went up from **15.78% to 46.66%** with them placing around **56%** of the right candidates up from just **4.51%**.

In short, Maple calibrated and collaborated with the client and met their exact needs and requirements in real time.