



CASE STUDY

Telecommunications Company | Multi-lingual Support Team Delivery

BRIEF

Volt was tasked with staffing a client's brand new service desk (10 contractors) within a timeframe of 8 weeks. Operating from 08:00 CET till 19:00 CET, the service desk was to support all the client's employees across the globe, apart from English speaking countries, by providing support in French, Dutch, German, Italian, Spanish, Portuguese and Hebrew, with all staff having the ability to also communicate effectively in English. Staff also needed to be backfilled when on leave or absent due to sickness.

BUSINESS CHALLENGE

Meeting the client's expectations (time, languages, working hours and backfill coverage) while working with contractors as opposed to employees wasn't an easy task. Many competitors would have refused such conditions, either turning down the opportunity or accepting it but not holding the agreed KPIs. Having negotiated a delivery and process management exclusivity, Volt happily took on the challenge.

BUSINESS NEEDS ADDRESSED

The client appointed Volt Consulting Group to run a vendor-neutral solution across the world. In 2002, the client decided to set-up its "non-English service Desk" in Brussels. Key drivers were talent acquisition, talent management, process efficiency and process continuity.



SOLUTION

Volt's assigned team designed an effective strategy to meet the requirements. In the space of 3 weeks, more than 250 CVs were screened, with approximately 50 candidates interviewed over the phone and an assessment centre was organised with 25 of them in a hotel near the client's premises. 20 candidates were put forward by Volt. Face-to-face interviews were organised with the client and offers to the 10 chosen contractors were managed 3 weeks prior to the start of the assignment. They all accepted.

To supply the "backfiller" in the event of annual leave and sickness, an agreement was formed with a partner company. Volt then designed procedures for the contractors regarding booking annual leave that ensured they could be efficiently backfilled.

Volt met with each contractor on an ongoing basis (at least once per quarter) to ensure the value add for all parties was maintained.

RESULTS

The account has generated in excess of €750k in gross profit over a period of 6 years of continued service (the client maintained Volt's exclusivity with their department for all these years).

Testimonial

"[Volt's Regional Manager] and his group greatly contributed to my company's success. He has sourced dozens of contractors for us, several of which have grown at an incredible pace making their way through the company hierarchy. [Volt's Regional Manager] is naturally gifted to hunt down talent. He has extra-ordinary inter-personal skills and his professional ethics are outstanding which makes him very unique in the recruitment business. He is one of the first names that come to mind to demonstrate that business relies on people partnerships before company relationships. Once you have done business with him, you keep this win-win relationship wherever you go."

Global IT Service Management



OPERATIONAL IMPACT

- All client KPIs were met and adhered to
- 10 staff were sourced within an 8 week timeframe (all commencing work the same day)
- Service delivered in 8 languages, for 11 hours a day
- Identified back-up staff ensured continuity when replacements were required due to annual leave
- In the case of absence due to sickness, the same backup staff replacements were in position within less than 3 working hours

CLIENT PROFILE

Industry: Enterprise Communications Systems (Telecom)

Founded: 2000

Employees: 20,000 worldwide

Operating Countries: Global

Business Overview: A global leader in enterprise communications systems. The company provides unified communications, contact centres, data solutions and related services directly and through its channel partners to businesses and organisations around the world.