

CASE STUDY

# Exclusivity and Quick TAT

## Niche Skillsets for a Telecom Giant

### The Situation

A U.S.-headquartered telecom behemoth was looking for exclusivity and quick turn-around time for niche skillsets and job openings. The company and its 10-member internal hiring team looked to Acara Solutions India to close a number of technical positions and reinforce first-rate success metrics.

### The Client

As one of the largest telecommunications organizations in the world, our client has offered a suite of wireless products and services over its rich 36-year history. As of 2020, the company has ballooned to over 135,000 employees across more than 150 locations. The organization is a global leader in delivering innovative communications and technology solutions, looking to improve the way it services its customers.

### The Challenge

Acara Solutions India first began engagement with the client in 2014, helping to fill direct placement roles. As demands for open positions were at an all-time high, a stringent vetting process was essential in developing high-quality candidates. Acara helped the client in establishing itself as a core technology company while assisting its 10-member internal hiring team to synchronize their recruiting efforts.

In December 2018, the client transferred 1,400 of its employees to an IT-solutions firm. As such, it needed a proven recruiting arm to help replace these workers and account for this gap in supply and demand. The client again called upon Acara for assistance.



A global leader in delivering innovative communications and technology solutions.



Needed to close 1,400 technical positions.

U.S.-headquartered  
telecom company

Operates in 150  
locations

Employs 135,000  
individuals

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## The Solution

Due to the growing demands of the suitable talent pool, the client required extensive support from its vendor. The team at Acara Solutions India developed an onsite Recruitment Process Outsourcing (RPO) program model, where two resources from Acara were placed at the clients' site – one resource in Chennai, the other at their Hyderabad location.

The inception of the RPO model had its own challenges. As the client possessed its own internal hiring management system tool for the recruiting process, there was no scope for technology implementation.

Thanks to Acara Solutions India's history of supporting several clients with its suite of cutting-edge workforce technology, the client was in favor of the RPO model, which was introduced in January 2017.

### Upon its unveiling, several problems arose:

- Tracking HR managers who were handling the respective positions
- Modification in job requirements
- Availability of the interview panelists
- Delay in offer roll outs
- CTC matching skillsets and experience of the talent pool, especially for niche skills

Despite these initial challenges during the inception of the RPO model at the client's site, the recruiters at Acara Solutions India demonstrated unparalleled agility and flexibility. Our specialists kept in constant contact with both the hiring managers and the candidates to ensure a seamless hiring process. By maintaining open lines of communication and maintaining healthy relationships with the client's recruitment heads, the team at Acara exceeded the expectations set forth by the client.

## The Result

The onsite RPO model put in place by Acara Solutions India was a proven victory for this telecommunications giant. Acara's team of recruiters were well-aligned with the recruitment process and maintained turn-around time that fit the business's needs. The team at Acara successfully closed over 130 positions with the client for their niche job openings, including:

- Avaya
- Salesforce, Vlocity
- iOS
- FullStac
- SDN/NFV
- Data Science
- Pega
- Security
- Server Stack Development



Developed an onsite RPO program model to provide extensive support.



Closed over 130 niche positions thanks to the successful RPO program.