



End-to-End Recruitment for Niche-Skilled IT Talent in India

With the implementation of an enterprise RPO solution, KellyOCG® helps U.S. insurance agency fulfill extremely niche IT hiring needs in India.

THE COMPANY

A leading American insurance company opened its global in-house IT Centre in Bangalore, India in 2012.

THE CHALLENGE

The company needed to hire 250 professionals with extremely niche skillsets. Due to the complexity of the roles, the in-house talent acquisition team required additional support.

THE SOLUTION

Initially, the company partnered with KellyOCG as a sourcing provider for niche-skilled candidates, but over time, we expanded our engagement to a complete enterprise RPO.

THE RESULT

To date, we've filled 107 "niche" and "super niche" roles with an average time to close of 30 days. We continue to exceed SLAs and have begun recruiting for even more critical roles within the organisation.

Despite India's abundance of skilled IT talent, sourcing for extremely niche-skilled IT professionals in the region can be an extremely challenging feat. Not only are these candidates difficult to find, but they're also more costly and time consuming to hire—often requiring multiple rounds of interviews and larger salaries.

An insurance agency headquartered in the U.S. was faced with this precise challenge, and needed to fill 250 "niche" and "super niche" roles at its India-based IT Centre. To source these difficult-to-find candidates, the agency engaged KellyOCG. As a specialist in sourcing niche-skilled IT talent, we proved to be highly successful in fulfilling this need, however, we knew we could be even more effective and deliver even greater cost savings with more control over the hiring process.

Midway through our sourcing-only RPO contract, we expanded the solution to an enterprise RPO and provided a six-person team to manage the end-to-end recruitment process. This engagement, which remains ongoing, allows us to have greater control over not only what talent is being sourced, but also how they are being interviewed, selected, and onboarded.

As the company's end-to-end RPO provider, we also provide key market insights that help to determine the best regions to target, salary benchmarks, and more. By providing these value-added services, the client has gained confidence in our ability to serve as a strategic partner, and has trusted us with filling increasingly higher-level and more complex roles.

While we are still in the midst of our contract, we have already filled 107 of the open "niche" and "super niche" positions with a 30-day average time to close. This year, we've driven \$157,306 in cost savings—a 55% increase from the year prior.

We've also helped to reduce attrition—only 3% of the candidates that we've sourced have attrited, compared to 16% previously. In fact, the client has been so thrilled with our RPO team that when there's turnover on the internal talent acquisition team, the vacancy is to be filled with a KellyOCG recruiter. All in all, this enterprise RPO solution has provided the client not only the niche-skilled IT talent they need, but also the recruitment process management that ensures even greater talent acquisition success in the long-term.

Our Value



About KellyOCG

KellyOCG® is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc. KellyOCG is a global leader in innovative talent management solutions.

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