



Case Study: - Technical Director
Client: - a fortune 50 client in ITES

The Client - A fortune 50 company needed a very competent individual to head the IT infrastructure for 4000 + users in multiple locations.

The Challenge – The client approached us after having scanned the market substantially. The position was open for past few months and they had met quite a few candidates. Apart from that there were not too many companies who had that size of operations.

The Proposal & The Process - The first task for us at Golden Opportunities was establishing the key criteria for the selection of the individual who would match the requirement. After a lot of deliberation we suggested to the client that it would be best if we could identify candidates who were capable of handling the assignment vis-à-vis candidates who were already in such roles. The clients were skeptical yet agreed to the suggestion made by our team. They were skeptical as they had already met quite a few individuals through other sources who didn't meet their expectations. The position in their company had also been vacant for a long time already.

The main challenges our team faced was that at that point of time in India, there weren't too many individuals who had the capability of handling IT infrastructure of 4000 plus employees.

We started the search process by a methodological Search approach. Initially the GO team identified about 30 companies and from there we narrowed down to 20 individuals who were a potential match based on the client's expectation and requirements.

We then spoke to these 20 individuals and checked their interest and saw who were matching the requirement, culture, salary band etc. of the client.



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Our consultants then had detailed discussions with each of these individuals, and ascertained their level of competence, capability, and needs and very importantly their career aspirations. We understood and explained the nuances of the role to each of the individuals.

At that level the room for mistakes is not there. Of these we sent to the client about 10 profiles for review; of which 9 were short listed for a discussion by the client. The individuals were from varied backgrounds like ITES, IT and top consulting firms and had exposure either directly or indirectly of handling volume operations.

The top management of the client reviewed the individuals and short listed 3 individuals and hired 1 which best matched the need and the requirement.