

Delivering Scalable & Flexible HRO Solutions to a Global Client

The Client

The world's largest technology company and currently world's 11th most valuable brand.

The Challenge

- Effectively cater to the diverse and complex business needs of a large, dynamic and ever changing organization
- Deliver a flexible solution consisting of a package of different services

The Solution

Working directly into the clients internal systems, Sofica's team took on the following responsibilities:

- Plan for high flexibility and ability to transform its process so it matches Account specific requirements
- Streamline the planning, recruitment and hiring process
- Provide responsive human resource management ensuring that the employees know what they are supposed to do, get timely feedback, feel valued and respected and have opportunities to learn and grow on the job.
- Career path development program in place
- Diverse Service Delivery personnel ensure timely and quality delivery
- Designated person from Sofica's high level management in charge and additional support from all departments' involved (HR, Admin, Finance, IT, Quality);

Services Provided

- Specialized procurement support
 - 15 FTEs
 - Ramp up - 7 week ramp up
- Secretarial and administrative support
 - 86 FTEs
 - Initial ramp up was 50 FTEs in 5 waves. Each wave was recruited and trained in 6 weeks

- Logistic and supply chain back office services
 - 63 FTEs
 - Initial ramp up was 24 FTEs in 2 waves. Each wave was recruited and trained in 8 weeks
- E2E HR outsourcing services
 - Over 200 leased employees across a variety of profiles in reporting, ITO specialists, business, project and operational analysis and support,
- Hosting services
 - Currently hosting operations of 100 FTEs
 - Capacity for fast ramp up to 300 FTEs within 4 weeks

Resulting Benefits

- Improved Account spending tracking
- Customer is using our service as an alternative, trustworthy source for HR and managed services
- Adjust services parameters to best fit customers' needs
- Our manner is valued, as big organization sometimes cannot provide flexibility, which is essential in order to retain its competitive edge and thus be a leader on the market
- Offering a Talent bench of resources prepared to take over more significant assignments in case of new project
- Additional hosting services offered to accommodate customer's needs
- Customer's liberty to address inequities in staff performance to a single point of contact expecting adequate and timely resolution with Zero risk of wrong recruitment placement
- Retaining staff and maintain a high overall level of performance
- Longer career path within a single team
- Creating an alternative and reliable recruitment channel