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How a leading technology services organisation used MeritTrac's assessments to turn around their talent acquisition process and transform.

Overview

A leading technology services organisation with an employee strength of 4000 had partnered with an assessment provider for their talent management needs. However, they were struggling with certain challenges over the last few cycles:

- Quality of talent
- Widespread catchment area whilst trenching into newer geographies
- While hiring numbers were being met, talent retention and performance suffered

Upon investigation, it was observed that all the assessments and hiring-related processes they were using needed to be reviewed and revised immediately. This is when the customer reached out to MeritTrac for insights and expertise to improve their current talent management process for impactful results.

Approach

It's important for us to get an in-depth understanding of an issue in order to address it effectively. We got a detailed brief on their requirement and followed it with a thorough review of their processes. We identified the challenges and presented our findings and suggestions that would help them efficiently manage the entire talent management cycle end-to-end. The client had pertinent questions and wanted answers to make an informed decision.

- Does the existing suite of assessment tools still work for their current talent management plans?
- Why wasn't the assessment blueprint revised as their needs changed?
- What are the new assessment products that can be recommended by MeritTrac?
- What do MeritTrac's customers in the same space use?
- What kind of conversions and talent quality is parsed using MeritTrac's assessments by its other customers?

Solutions

We presented a few of our cases along with detailed analytics to support our findings and recommendations. Keeping the end objective in mind - talent quality, retention, and performance - we focused on every aspect while designing and proposing our solution. We then recommended a two-pronged approach to help the client in their pursuit.

- We redefined their 'campus blueprint' for talent acquisition and included elements that measured
 a candidate's verbal, analytical, behavioural, functional, Java and other domain skills. This helps
 gauge whether a candidate not only has the necessary skills for the role but also if they are a
 good cultural fit for the organisation
- We included the usage of appropriate functional (coding) and behavioural assessments as a part
 of their continuous talent management exercise. With findings from regular assessment, people
 can focus on their upskilling needs, remain relevant, and grow with the organisation

Note, the client implemented MeritTrac's tried and tested campus delivery plan.

Preliminary observations

Engagement is currently underway and preliminary analytics show an improvement in the talent management process. Assessments have helped reduce hiring costs, turnaround time, and simplified the entire process. Our client has been able to build a pipeline of qualified candidates and reduce their turnover rate. Continuous observations and monitoring are underway by both the customer and MeritTrac.