

## BPO CASE STUDY: Global Investment Bank



### The Challenges

- ❶ Client wanted suppliers to manage temporary administrative assistants
- ❶ Client was unsatisfied with the quality of candidates and the subsequent hires
- ❶ There were no hiring Standard Operating Procedures in place
- ❶ There was a back log on invoicing

### The Action Plan: Implement a BPO to Supply and Manage Administrative Assistants

- 🏢 Implemented a dedicated Program Management on-site at the client's headquarters and scheduled routine meetings with client management to review needs and initiatives
- 🏢 Implemented a customized and comprehensive recruiting process, which includes intake calls with all the business managers and locales needing admins.
- 🏢 Implemented bi-weekly calls with on-site talent to provide feedback from client, coach, and develop skills that would increase quality performance
- 🏢 Intake calls with client stakeholders also include conversations regarding processes and program improvement
- 🏢 Established monthly invoice review and processing

### The Results

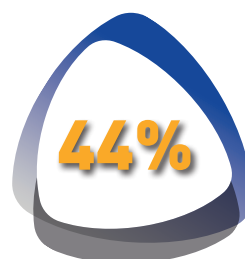
- ✓ Within six months, received positive feedback from business managers
- ✓ Conversion rate steadily increases YOY suggesting improvement in quality of talent
- ✓ Success of the program allowed expansion of program into other divisions within the client's company portfolio



Headcount increase



SOPs completed and approved



Conversion rate; client converts temporary admins to FTE



Invoice backlog was solved in two months