



TOP SECURITY SOLUTIONS PROVIDER
INSTANTLY BUILDS A CUSTOMER SUPPORT
TEAM IN VARIOUS SITES TO BOOST CUSTOMER
LOYALTY AND BRAND ADVOCACY



About Client

The client, headquartered in Toronto, is one of the leading providers of security and automation solutions in Canada, which helps in safeguarding homes, businesses, individuals, and their acquaintances, by offering professionally installed, self-serviced, and digitally constructed assistances.

Business Challenges

- 1 The client was looking forward to launching new products and expanding its operations across Canada.
- 2 Required a strategic staffing supplier to on-board 25 to 30 bilingual (French and English proficiency) customer service agents, once in every two weeks across different locations.
- 3 The wide geographical coverage of the remote client sites in Canada demanded the local presence of a supplier.



Solutions Delivered

Our **understanding of the business landscape and coordinated approach** helped us in estimating the accurate demand and build a **talent pipeline** before the requirement even arises.

Compunnel delivered **integrated high-tech** and **high-touch solutions**:



Our **75+ expert recruiters** speedily matched the skills of **1000+ candidates** in the pipeline with the given job description. Our **language experts** tested the **linguistic capabilities** of the candidates before submitting their profiles to the client.



iEndorseU, which is our proprietary **peer-to-peer referral platform**, helped in **submitting passive candidates**. We extracted talent referrals from a **pool of 350+ technical support team leads**.



In-house product **JobHuk**, holding a **recruitment marketplace with 2300+ recruiters**, sourced **325+ resumes** in the remote locations.



Our customized **machine-learning algorithm filtered 90% of irrelevant profiles**, followed by **manual vetting** and **submission**.

Highlights



The client was **not billed during the training period**, as our L&D business unit **InfoPro Learning** assisted in training by creating **online assessments**.

Due to large volume requirements, we **waived off the contract-to-hire fee** for every candidate, after they **completed 300 hours in the project**.



Geo Served

Canada -

- Montreal
- Calgary
- Burnaby
- Ottawa
- Hamilton
- Toronto
- Vancouver
- Edmonton

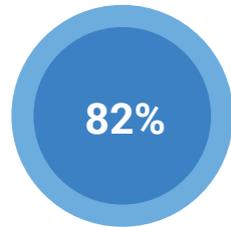
Benefits Delivered



140 out of 275 candidates submitted were hired



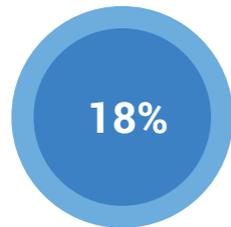
A compliance rate of 100%



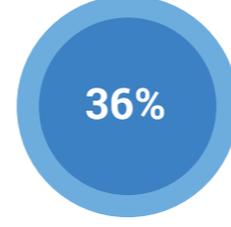
82% temp-to-hire conversion



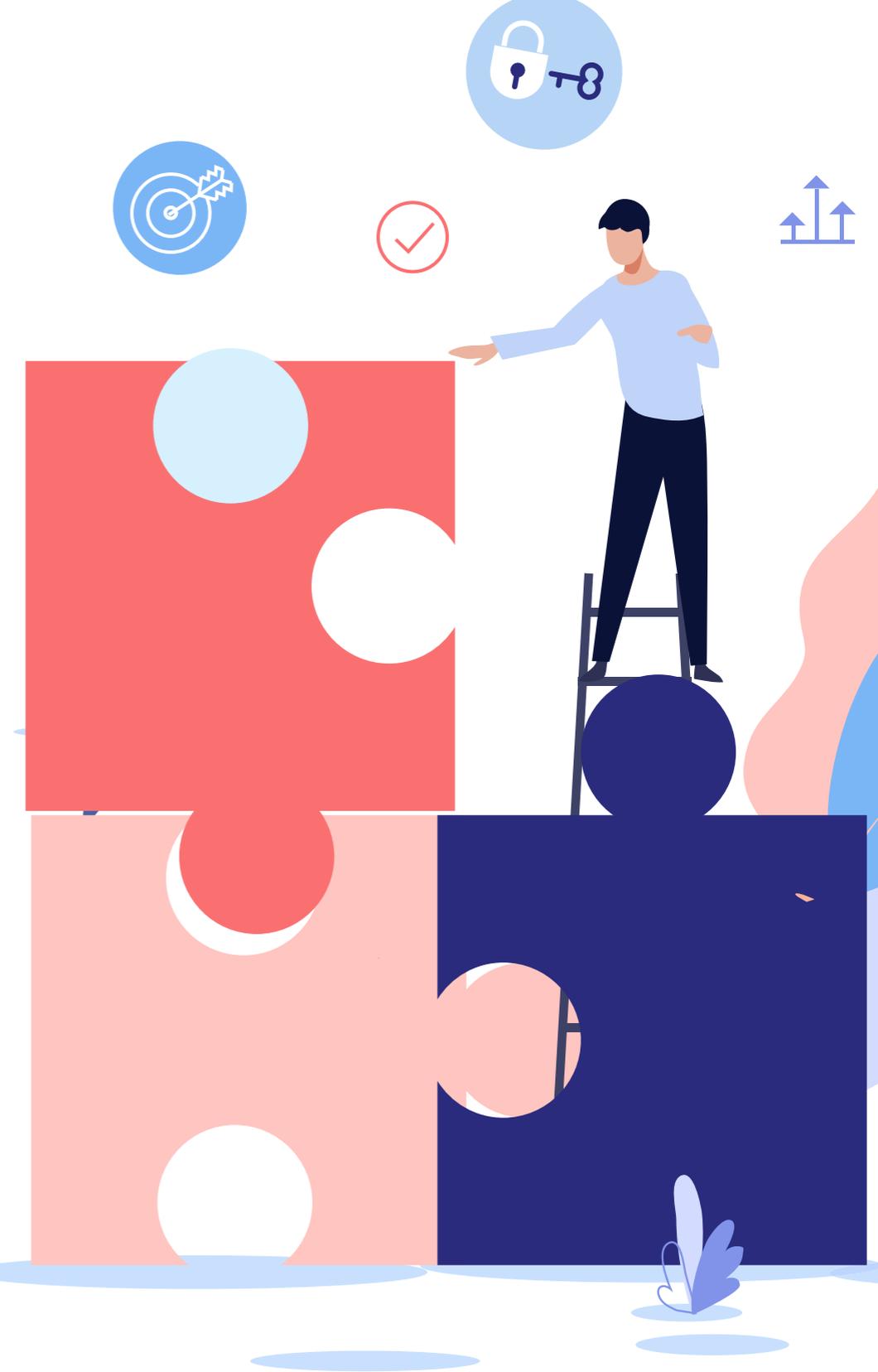
94% project manager satisfaction



Total cost reduced by 18%



36% shorter time-to-hire



Testimonial



We identified an ambiguous demand of various product offerings while conducting market research. We recognized Compunnel as a potential strategic staffing partner, who proactively envisioned and delivered the fluctuating talent demands in various regions across Canada, to meet the human capital demand well in time. They provided a robust and flexible staffing service.

— Client

About Compunnel

Compunnel is the global provider of high-touch and high-tech pioneering staffing services that include - Contingent Workforce, Direct Placement, Statement of Work, Payroll, and Recruitment Process Outsourcing.

We partner with various industries to provide end-to-end customized solutions with a simple vision –

"Delivering Staffing Excellence with Total Talent Value."

Our staffing team holds a deep knowledge of various industries that can help you in creating a pipeline for expert talent, even in the most complex conditions.



 Toronto, ON

 info.ca@compunnel.com

 437-537(5333)

 [/company/compunnel-canada](https://www.linkedin.com/company/compunnel-canada)

 [compunnel.ca](https://www.compunnel.ca)