



CASE STUDY

A Leading Global Wholesale Company



BACKGROUND

As part of the expansion of its India Global Capability Centre (GCC), a leading global wholesale company required technology and shared services talent across multiple enterprise functions supporting global business applications, ERP platforms, and digital transformation initiatives.



CHALLENGE

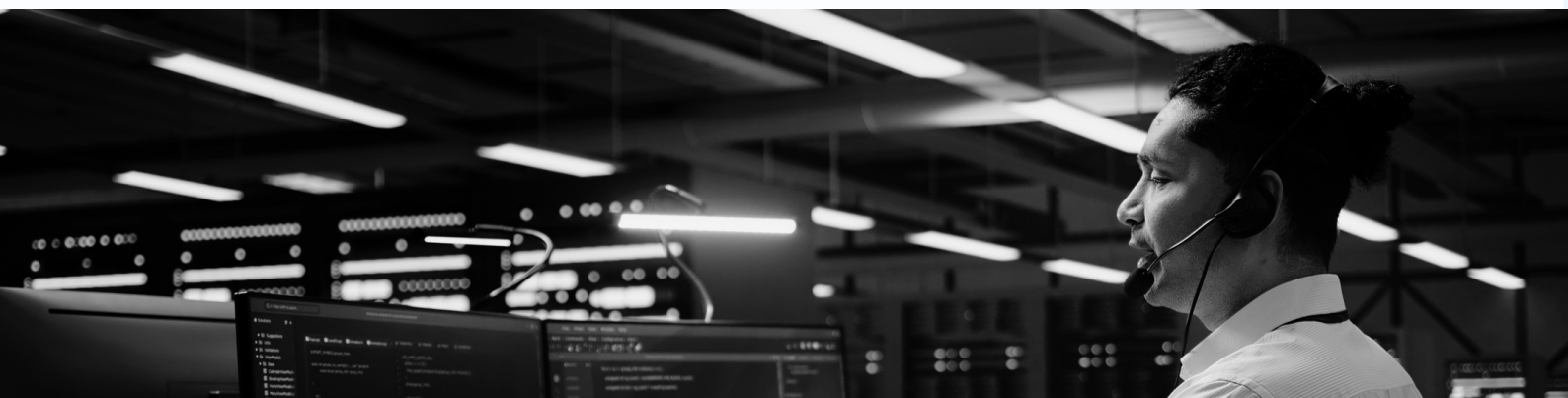
The client needed to scale its India GCC by hiring 140 professionals over 6 months across 8 technology and business functions, including SAP, Full Stack Development, Enterprise Applications, Master Data Management (MDM), and Shared Services. The engagement targeted 25 hires per month with an average Turnaround Time (TAT) of 20 days, while competing for niche technology talent and ensuring parallel hiring across multiple skill streams.



SOLUTION

CIEL HR established a multi-track enterprise staffing framework tailored to support the client's Global Capability Centre (GCC) expansion, enabling concurrent hiring across technology, ERP, enterprise applications, and shared services. Dedicated recruitment specialists were aligned to individual technology domains, ensuring deeper market expertise and faster talent identification.

The staffing strategy combined proactive talent mapping with passive candidate engagement to build strong pipelines for niche technology skills. AI-enabled screening and role-specific technical evaluations improved shortlist quality while reducing screening effort. Regular governance meetings with hiring stakeholders facilitated continuous reprioritization of critical positions, ensuring recruitment activities remained aligned with the client's evolving GCC expansion plans and delivery milestones.



Business Benefits:

- Successfully closed 140 positions across technology, ERP, enterprise applications, and shared services over a six-month engagement.
- Maintained an average Turnaround Time (TAT) of 19 days per position.
- Enabled the client to scale its India Global Capability Centre in line with business growth plans.
- Supported uninterrupted project delivery across multiple technology and business functions.
- Strengthened the partnership through the consistent delivery of niche technology and shared services talent.

Illustrative Roles Filled:

Technology Roles:

- Java Developer
- .NET Developer
- Full Stack Developer
- SAP ABAP Consultant
- SAP MM Consultant
- SAP SD Consultant
- SAP BASIS Consultant
- Informatica MDM Developer
- SQL Developer
- Power BI Developer
- VBA Developer

Business / Functional Roles:

- Business Analyst
- Master Data Analyst
- Shared Services Executive
- Salesforce CRM Administrator
- Reporting Analyst
- Adobe Experience Specialist



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