



I have been a strategy advisory consultant for over two decades, working with TCS, PwC, KPMG, GE Capital and Accenture.

I help clients develop growth strategy through new products/services and market entry initiatives; and execute through change management and program management.

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PREHIRE SKILLS ASSESSMENT & TRAINING INDIAN BPO SUBSIDIARY OF GLOBAL MAJOR

Client Description

The client was the Indian BPO subsidiary of a global industrial major. One of the largest employers in India, it was looking to expand the talent pool for hiring.

Process

- Designed assessment and training delivery partnership model with state agencies, training corporates and educational institutions.
- Build development and rollout team, developed training content for students and trainers, drove it through parent corporate's branding and IP approval process.
- Negotiated and rolled out trials in 3 states with multiple training delivery partners

Issue/Need

The client was facing low hiring success rates, early attrition, and increasing non-revenue generating time as entry-level hires took 3-4 months to become fully productive. It proposed to enable external partners with training capabilities to create a large-scale testing and training program that would feed qualified talent to the company and reduce the onboarding time for new hires.

Deliverables

- Training content
- Partner base
- Proof of concept pre-hire training model delivered 10X level of results compared to existing model.