

# Arctern Success Story



## Arctern help a major US based recruiting company augment its staff augmentation business

*A large, US based recruiting company leverages the benefits of Arctern's RemoteCaptive™ model to augment their staffing business*

### Situation

A large third-party recruiting organization based in New York city with operations spread across the United States looked to partner with a company in a low-cost country to support its staff augmentation business in the US through a dedicated team of well qualified and experienced resources.

Persuaded that Arctern was well equipped to set up and manage this operation on account of its track record and expertise with similar ventures, the company gave it the go-ahead. The engagement with Arctern was to be under its RemoteCaptive™ model.

Under this model, Arctern undertakes to set up a captive offshore center, typically a dedicated, customized, and secure center for providing the required services to the client organization. Apart from infrastructure and facilities, Arctern provides all shared support services such as HR, Payroll, IT Support, state-of-the-art communications tool, and management oversight.

### Arctern Solution

Arctern set up a recruitment delivery center in Bangalore, India from scratch, working closely with the client at every step from identifying, recruiting and getting on board a team of recruiters with the required skilled skills and experience to providing them functional/process training. All key shared services were also provided. Management oversight of the team was facilitated through a dedicated delivery manager who, under Arctern's RemoteCaptive™ model, acts as a liaison between the client and Arctern, briefing the client at regular intervals on progress of work and on issues related to the overall performance, productivity, and commitment levels of the team.

Beginning with just recruiter and one account, the team size has grown to over 30 in a little over two years. The team today supports 7 divisions of the client.



### Benefits

Engaging with Arctern benefitted the client in the following ways:

- The client was able to successfully augment their staff augmentation operations to support their Fortune 100 customer base
- With top class infrastructure, competent resources, and key shared support services provided by Arctern, the client was able to focus exclusively on the business.
- The client was able to save over 50% on resource cost alone.
- Minimized the risk associated with hiring and managing resources.

### Contact Us

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