

CASE STUDY

DRIVING SUPPORT EFFICIENCY: A FAST-TRACK TALENT STRATEGY

EMPOWERING RAPID SUPPORT SCALING
WITH ACCELERATED RECRUITMENT FOR
A HIGH-TECH CLIENT

#wegrowtogether

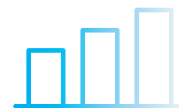
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Our Partnership

We supported a **Fortune 500 company** leveraging **cutting-edge technologies** such as AI, cloud computing, and data analytics, to build presence in EU by scaling their dedicated teams of tech experts with a custom solution tailored to their needs.

Challenges

- **Quick scale-up** of experienced Application Support Engineers and DevOps doing deep technical assistance for in-house automation and monitoring platforms (tech stack AWS, Python, Linux)
- **Rapid recruitment** to meet increasing support demands and seamless integration with the in-house tech teams
- Establishing **stable, efficient local management** with deep technical knowledge

Our Solution

- **Build a team with diverse range of roles**, including L3 Application Support, L3 Infrastructure Support, and Tech Architecture.
- **Implemented a customized AI tool** to support daily operations and increase efficiency.
- **Developed a comprehensive training program** led by a dedicated team for quick onboarding and skill development.
- **Focused streamlining the client's processes** to reduce both time and costs.

Results and Impact

**3
WEEKS**

RECRUITMENT TIMEFRAME CUT FROM 8 WEEKS, EXCEEDING INDUSTRY STANDARDS OF 8-10 WEEKS.

**33%
IMPROVEMENT**

OF ONBOARDING TIME (**FROM 6 TO 2 WEEKS**) THROUGH OPTIMIZING TRAINING PROCESSES AND KNOWLEDGE BASE.

**30%
REDUCTION**

IN AVERAGE INCIDENT RESPONSE TIMES, **SIGNIFICANTLY BOOSTING** OPERATIONAL EFFICIENCY.