

Case Study – Outcome based Train and Source Model for topmost Indian IT Service Provider

Project Overview – Set expectation of trainable candidates for 24X7 alert monitoring job for various data center operation roles and train these candidates to be ready to deploy for the client.

Project Details –

- Duration 12 Months
- Tools ITIL training module, Corporate Excellence Module
- Success Criteria Successfully providing trained human resources for required client profile
- Challenges Identifying right set of trainable resources, Setting expectation for profile & 24 X 7 environment

Our execution model / Delivery methodology –

- Understanding requirements of the client
- Lining up the resources
- Pre-assessing and identifying right set of candidates
 - Psychometric Assessment
 - Face to face Interview
- Batch allotment & Training commencement
- Module wise Pre & Post assessment
- Post assessment before interview
- Drive co-ordination

Client Reference Available on request

Problem Statement –

- Wrong expectations
- Un-Trained candidates

Our Solution –

- Assessing candidates
- Setting right expectations
- Providing effective training
- Professional Trainers
- Pre & Post Assessments

Value Delivered –

- Trained candidates
- Correct Expectations
- Deployable resource
- Engaged and retained workforce