

## Telecommunications Company | Replacement of a Non-Starter

Volt demonstrated its reliability, efficiency and commitment to a key client when a non-starter had to be replaced at short notice. Volt worked tirelessly to quickly source a suitable replacement contractor for a difficult to fill role to minimise any disruption to their business.

### BUSINESS CHALLENGE

When informed at the end of a Friday that a contractor would not be starting for a client the following Monday, Volt needed to act quickly to find a replacement.

The goal was to find a candidate of the right calibre for the assignment as quickly as possible to minimise the disruption and potential negative impact that could be caused by the missing contractor. Finding a matching candidate was a challenge as it was a difficult profile request and the replacement candidate would need to be available immediately.

### OUR SOLUTION

The search for a replacement was a priority, with key Volt resources focusing on the urgent task. Interview slots were booked with the hiring manager and potential candidates submitted in week 1. It was crucial that Volt ensured that the replacement candidate was not a “quick fix” but genuinely a contractor that the relevant hiring manager accepted.

Sensitively handling all aspects of the situation and efficiently managing any administration steps in a timely manner is a testament to how much Volt values its clients. The company is always willing to go the extra mile to deliver the quality of service they need.

### RESULTS

Volt went above and beyond to secure a suitable solution for the client as quickly as possible, managing to:

- Book interviews in week 1
- Arrange all administration steps in week 2
- Have the chosen replacement contractor start the assignment just 10 working days after the scheduled start date of the first selected contractor

### Business Needs Addressed

- Volt is a Tier 1 preferred supplier for the client
- Contract staffing is predominantly supplied for ICT profiles, and occasionally for roles such as HR, Procurement, Marketing and Logistics
- Volt assists the client where possible with their cost reduction initiatives

**Length of Relationship:** Since 2001

### Operational Impact

The benefits of Volt’s service include:

- Thorough candidate sourcing and placement (resulting in the company being promoted from a Tier 2 to a Tier 1 supplier)
- Comprehensive follow-up support for contractors and their hiring managers
- Discussing recruitment solutions (such as Managed Service Programs) with senior procurement personnel
- Continuous analysis made regarding how the client could reduce their Total Cost of Ownership (TCO) on referred business

### Client Profile

**Industry:** Telecommunications

**Founded:** 1930

**Employees:** 16,800

**Operating Countries:** Predominantly Belgium, with a branch operating with worldwide clients

**Business Overview:** Provides telecommunication services for the B2C and B2B market, ranging from fixed & mobile lines to high speed internet access, digital TV, VPNs, and Smartphone services