

The Largest Bank in UAE

About the Company

The client is a leading bank and has one of the largest networks in the UAE with an expanding network of 125 branches and more than 585 ATMs across the country. The bank's growing international network consists of about 60 branches and offices in 18 countries stretching across five continents from the Far East to the Americas. This gives it the largest global network among all UAE banks.

Since 2009, this bank has been ranked consecutively one of the World's 50 Safest Banks by the prestigious Global Finance magazine; which also named it as the Safest Bank in the Emerging Markets.

Problem

The client was facing sourcing and retention challenges, along with Hiring / Onboarding/ Off boarding – TAT and quality challenges. The attrition level was too high in sales team, around 12%. In spite of having multiple service providers there wasn't enough support.

Solution

TASC provided the client with a dedicated Account Manager located at the client's premises. Quality of hires for direct sales improved tremendously. Candidates were sourced not only locally but from International locations as well. Also, as per our policy we held weekly/Monthly MIS and department wise meetings to keep the client updated.

The client is happy and has seen a drastic drop in attritions specifically from the sales team. We successfully added 127 associates in the team within a year, including 68 new associates in the sales team. Current Attrition rate is at 5% for TASC associates.

A good mix of nationalities helped the bank to attract new customers across and better customer service helped increase the bank's sales.

The Largest Retail Company in UAE

About the Company

Established in the 1930s as a trading business conglomerate, the client is one of the most progressive regional business houses headquartered in Dubai, United Arab Emirates. It operates through more than 65 companies across sectors as diverse as commerce, industry and services, and employs in excess of 40,000 people across the UAE, Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, Egypt, Pakistan, Sri Lanka, Syria, Singapore and Europe. The client is structured into seven operational divisions; automotive, electronics, engineering and technologies, retail, financial services, general services, real estate and joint ventures. This business conglomerate maintains a decentralized approach, giving individual businesses flexibility and versatility to maintain a competitive stance. This benefits employees, providing a clearly defined work culture where individuals are empowered with authority and responsibility for their work.

Problem

The client was facing challenges in sourcing, on-boarding & query management. They were also facing delays on salary processing for their outsourced staff. They were accountability and integrity issues from the vendor. Overall, there was troublesome multiple vendor management

Solution

TASC offered the client with on time salaries for associates. They presented new and updated SLA driven hiring and onboarding. We appointed dedicated SPOC who conducted monthly one-on-one sessions and open houses. As per our policy, we gave them Monthly MIS reviews with client. The client's onboarding process was reduced to 2 weeks. With a drastic improvement in the quality of hiring and TAT with a better client understanding.

Results

The account which was started with 2 candidates increased to 60 in 1 year. Initially we were engaged in two verticals of the company, which grew to 10, helping us to achieve the status of one of the sole vendors. Permanent recruitment positions also started flowing in.

Global Automobiles Brand

About the Company

This automobile's heritage in the Middle East goes way back to 1957, when the client's first vehicle was sold in Saudi Arabia. Since then the Nissan Legacy has taken deep roots in the hearts of the Middle East people by becoming an integral part of their lives.

Currently this automobile giant is one of the most popular and successful automobile brands in the Middle East boasting of a strong line-up ranging from popular passenger cars to powerful 4x4 series and commercial vehicles.

Problem

Client had engaged 3 vendors, who were the best in the market in their own verticals. However, in spite of having 3 vendors they faced service level issues in terms of the quality of hires and onboarding them on a timely basis. The company was also facing challenges with payrolls with their staff's salaries being delayed, incorrect invoicing and concerns with transparency in the model. This was not acceptable to the company keeping in mind their rich heritage and strong brand value.

Solution

TASC replaced the 3 existing vendors and offered them world class solutions. We solved the existing issues by offering them a dedicated Account Manager who visited them weekly and conducted monthly MIS reviews with the client. We also offered them a Multi- department connect long with their HR. We delivered by hiring 41 new and high quality resources within the timelines expected by the client.

Results

The account which was started with 3 candidates turned over within 2 years and currently we are on 40+ candidates. Also the client expressed their satisfaction by giving us a price hike.

The client's high level of satisfaction also awarded us to fulfill their permanent recruitment requirements giving the account a boost by 37% within a span of 2 years.