

NORTH AMERICA

LATIN AMERICA

EMEA

ON-SITE & OFFSITE DELIVERY

Partnership Background

- Executive Decision to Establish Two Heterogeneous Customer Service & Sales Support Centers (Argentina & Ireland)
- Symantec Lacked the Internal Infrastructure to Support the Initial Recruitment Effort for 500 New Employees at Two New Locations
- Symantec Sought A Partner with Strong Cultural Knowledge to Support the Initial Ramp & Steady State Recruitment Operations
- Symantec Additionally Sought the Ease of Working with One Vendor Capable of Supporting Both Global Locations

Pierpoint Solution

- Pierpoint Leveraged Local, Culturally Fluent Sourcers & Recruiters for Both Locations & Mobilized Resources Quickly
- Established Senior Project Managers for Each Location & Designed Highly Efficient Screening Processes to Ensure Limited Hiring Manager Disruption at Each Location
- Both Centers Staffed & Opened Ahead of Schedule with 100% Fill Ratio for All Positions
- Outstanding Candidate Experience & Pierpoint Providing Symantec Training in Local Cultural Nuances Prior to Project Completion

- PARTNER FOR 11 YEARS
- PROJECT SUPPORT
- ON-GOING RPO SUPPORT
- VSP SERVICES

- AVERAGE SUBMITTALS PER REQUISITION: 5 – 7
- SUBMITTAL TO INTERVIEW RATIO: 90%
- HIRING MANAGER SATISFACTION: 95%
- TIME-TO-FILL: 40 TO 47 DAYS

