



# Concentrix case study.

Randstad has successfully partnered with Concentrix over 2 years. Most recently Randstad has been successful in working alongside Concentrix exclusively for the last 12 months.

Since the beginning of 2021, Randstad's Melbourne & Brisbane high volume and assessment centre team have successfully placed over 1000 candidates within their call centre varying from their Federal Government clients, to sales based clients,

Banking & Finance clients, to their technology clients. Randstad was engaged to assist with their end to end recruitment process for their assessment centres and high volume recruitment. Randstad facilitated virtual assessment centres for their contact centres.

The initial recruitment commenced in January 2021 and was only meant to be a 4 week project however due to Randstad's commitment and excellent services. Concentrix has continued to work with Randstad on their large projects.

## proposed solution.

Our proposed solution was to design and create a full-scale virtual assessment centre including the following:

- telephone screening
- behavioural based interviews
- telephone role-plays
- online reference checks

## the result.

- Project delivery within tight timescales and all roles filled
- A systematic approach across all states
- Ability to scale up and deliver to national requirements
- All candidates checked-in across each state,
- Access to the "best talent"
- Ensuring processes and systems were adhered to
- continued partnerships with on-going projects.

human forward.

 randstad