



Background

CapGemini is a global leader in consulting, technology, outsourcing and local professional services. CapGemini's challenge was to build more experienced sales capacity in order to drive new business with FS prospects. The brief was difficult: lots of experience and sophistication required, both in terms of the candidates and in terms of ESP needing to understand the brief.

Finding new sales capability and capacity is critical to the growth of CapGemini as a business. As such this role was important because CapGemini had previously had a policy of non-recruitment of new sales resources and also because previously CapGemini had not used external agencies.

CapGemini selected ESP for two reasons. The first reason for ESP being selected was due to having worked with CapGemini before. As a result of this relationship ESP had been recommended within the company by a senior colleague after having provided high quality candidates which resulted in filling a role.

The second reason was that ESP had demonstrated evidence of excellent listening and communication skills by only providing candidates that were suitable. Given the complex nature of the brief this had impressed CapGemini.

ESP provided a number of carefully selected candidates for CapGemini to interview; they ensured that the candidates were well briefed so that they were clear on the roles and on the environment CapGemini provided; having selected a candidate to recruit, ESP worked closely with CapGemini's recruitment staff to ensure clear communication of package, timings etc. As a result of this the recruitment process was very smooth and time effective.

Solutions

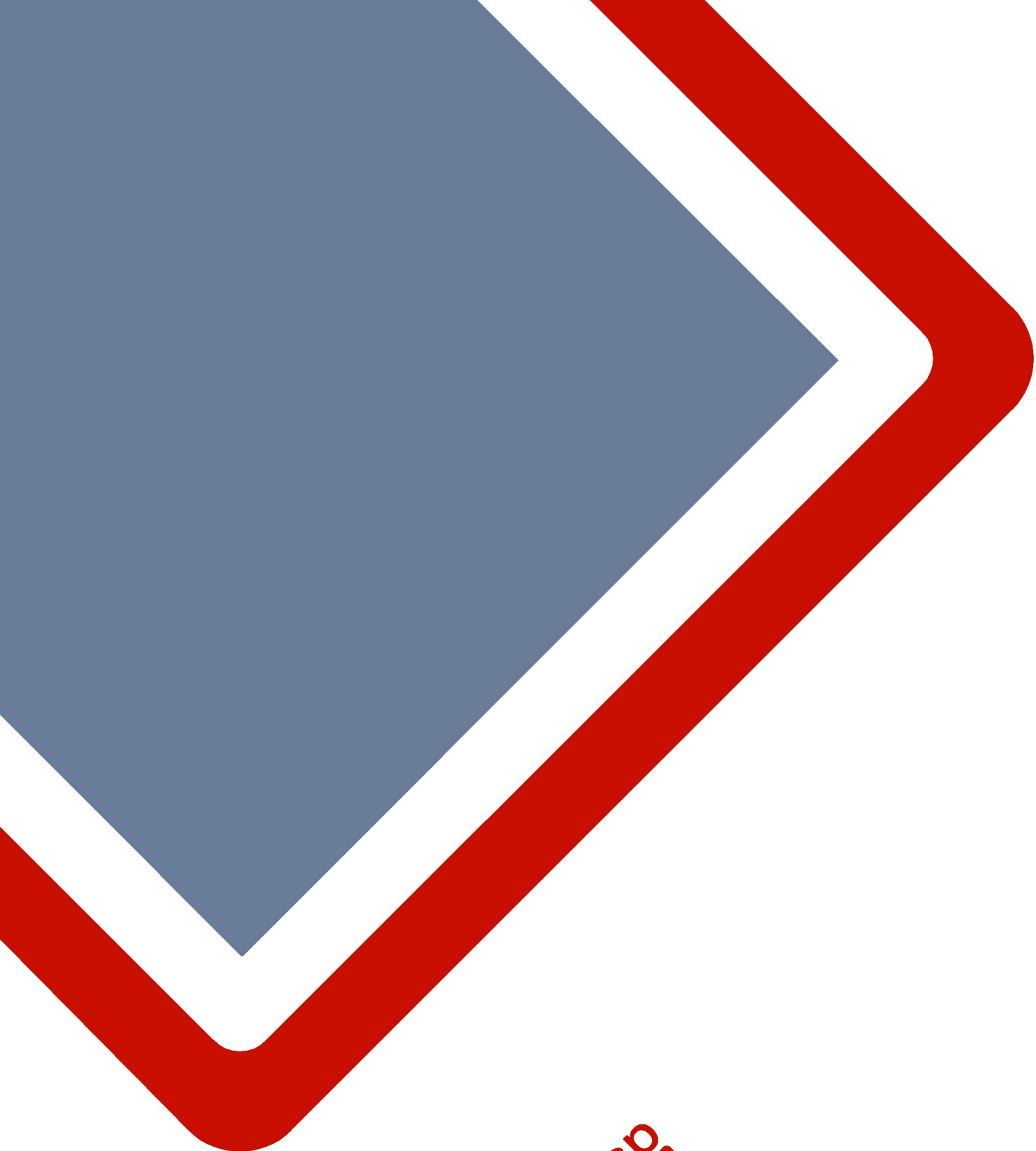
ESP were able to demonstrate strong listening skills in their approach to recognise what was important throughout the recruitment process and, as such, were quick to understand the requirements of CapGemini. Using in depth market knowledge, ESP were able to source high calibre candidates, who were well briefed, which produced an accurate and effective recruitment process.

Results

The candidates recruited are settling in well to our very complex and challenging environment. I believe that some of this is due to the quality of briefing given to the candidate prior to interview, so that expectations were set well. ESP have added value to their service by remaining in contact with CapGemini and the candidates that they have placed, whether they are currently working on a hire for us or not. This has ensured a lasting relationship with ESP and shown their on-going commitment.

“ Initially, I was happy to talk to ESP because they had been recommended by a senior colleague. Ultimately, I am pleased to have worked with Paul and his team because they made a genuine effort to listen to my requirement, which was complex, and then provided good people for me to interview. So they saved me time and effort and as a result, we now have new sales capability which is making a difference to our growth. ”

CapGemini



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