



Executing Excellence by going that Extra Mile!

Client:

An American multinational technology company with operations in over 170 countries and is world's eighth-largest information technology company by revenue.

Challenge:

Client wanted an experienced team of production support engineers to address the increasing spike in tickets of their new products

Result:

We were able to meet the client expectations. 50 positions were closed in 40 days' time.

Solution:

- The requirement was for Linux Engineers with good understanding on replication. Since, we did not have readily available talent in market, we proposed the idea of training the resources who are good with Linux Level-1 support and accordingly we first identified good Linux engineers with good understanding of level -1 administration and invited the hiring manager at client place to screen and shortlist suitable candidates. Shortlisted candidates were trained by us on Linux Level -2 administration for 40 days. Post training the candidates had another quick interview both by us and client to see if they were able to learn and demonstrate the learnings from the training. We had a good 90% success rate. All the training cleared candidates were deployed.

Client Response:

- Client expressed satisfaction with the overall results and was appreciative for going that extra mile in offering solutions.