



GLOBAL CAPTIVE CENTER

The Future of Global Talent Outsourcing

Drivers of Global Captive Center



DIVERSE TALENT

Wide pool of engineers ensures proficiency in niche technologies and in-demand skill sets.



PROJECT FOCUSED

Customized workflows and procedures based on the customer requirements.



FLEXIBLE & SCALABILITY

Ramp up or down workforce, for optimal resource utilization and cost-efficiency.



SIGNIFICANT SAVING

Reduce Opex through lower infra and human resource cost.



RELIABILITY & CONTINUITY

Reusable knowledge management for delivering continuous improvements and efficiencies.



24/7 PRODUCTIVITY

Stay ahead of the competition with extended working hours in our follow the sun model.

Securing Your Data

LEVELS OF PROTECTION

01

Best practices, processes, and procedures, including usage guidelines, security awareness training, emergency procedures, and regular system audits.

02

Multi-level security including firewalls, virus protection, and controlled access privileges.

03

Restricted physical access to project area and prohibition of removable media.

04

Segregated technologies with role-based access.

05

Secure encrypted communications.

GCC Framework

HIRING

Integrated Talent Acquisition

- Facilitating onboarding of right candidates throughout the engagement

TEAM ONBOARDING AND EXECUTION

IT & Infra Support, Payroll

- 24/7 IT infrastructure support
- Administrative support
- Access to collaboration tools

TEAM BUILDING AND ATTRITION MANAGEMENT

Integrated HR

- Org culture and team-building programs
- Employee engagement

CUSTOMER TEAM

Management Support

- MSRs and QBRs to plan proactively and resolve issues
- Flexibility in scaling support functions

Recruitment Process

SIMPLIFIED JOB DESCRIPTION

SOURCING STRATEGIES

SCREENING AND SELECTION

- Collaborate closely with the client to define precise job roles and requirements.
 - Ensure clarity on skills, experience, and cultural fit to attract qualified candidates.
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- Utilize advanced online recruitment platforms and social media for broad reach.
 - Partner with local universities and training institutes to tap into fresh talent.
 - Engage specialized recruitment agencies with proven track records in relevant industries.
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- Implement AI-driven screening tools to efficiently filter candidates based on predefined criteria.
- Human specialists to screen the profiles again to suit the JD.
- Conduct structured interviews and behavioral assessments to evaluate skills and fit.
- Use technical assessments and practical tasks to objectively measure candidate competencies.

Time to Hire: The average time from job posting to hire is 30–45 days, which is half of the industry standard of 30–90 days.

Applicant Quality: Measure the match rate of applicants' skills with job requirements.

Performance Metrics & Continuous Improvement

Employ key performance indicators (KPIs) to monitor and enhance the performance of the captive center continuously.

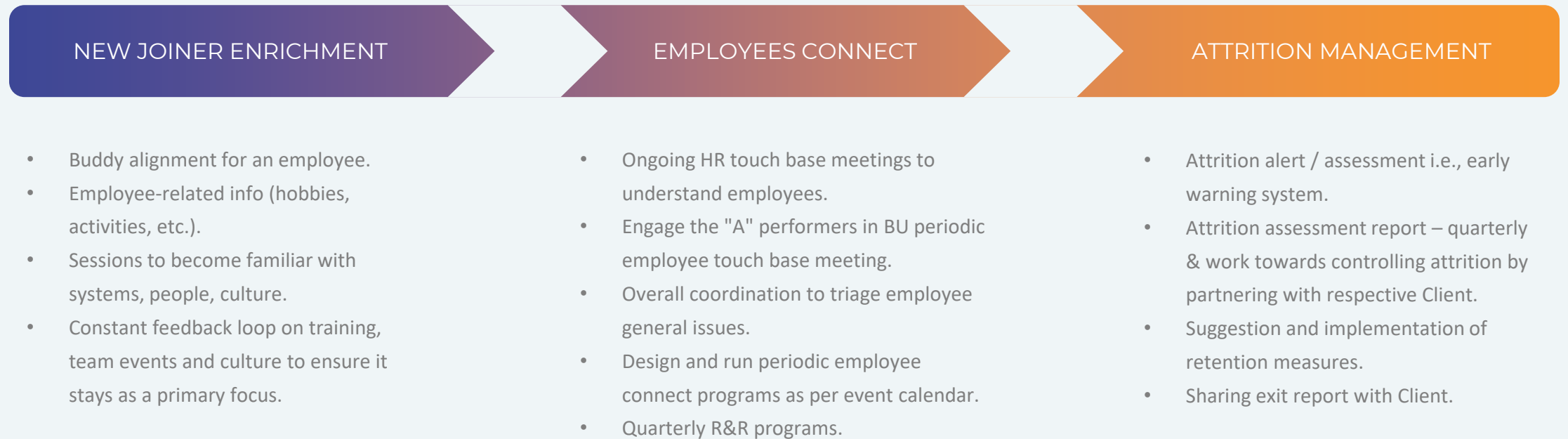
■ KEY PERFORMANCE INDICATORS

- **Employee Productivity:** Regular assessment of individual and team outputs against targets.
- **Operational Efficiency:** Monitoring of process efficiency rates and resource utilization.
- **Customer Satisfaction:** Feedback from end-users and clients to gauge service quality.

■ CONTINUOUS IMPROVEMENT

- Establishment of a feedback loop with clients to regularly collect and analyze feedback for service enhancement.
- Regular training updates and technological upgrades to stay ahead in a competitive market.
- Implementation of a quality assurance team dedicated to ongoing process evaluation and improvement.

Employee Life Cycle Management & Learning





THANK YOU

Where Talent Meets Opportunity



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