



# Professional Services Case Study

## Recruitment & Talent Management Strategy Development

**The Client:** The Swiss Affiliate of a multinational professional services firm providing interim, project and advisory solutions to blue-chip clients. With expertise across; Finance & Accounting, Internal Auditing, Information Management, Legal & Regulatory Procurement & Supply Chain, Human Capital Management.

### Situation & Challenge:

A relatively new practice office with substantial growth goals: gaining market presence through business development and new client acquisition.

Need rapidly arising for dedicated Recruitment and Talent Management expertise, best practices approaches and well-defined process frameworks.

### Solutions:

Developed Recruitment and Talent Management strategies and delivered action plans.

Identified the consultant demographic. Implemented strategic workforce plans aligned with business goals and targets.

Designed and rolled-out best practices tools and templates, with management reporting and KPIs, recruitment dashboard and success profiles.

### Results:

Built core talent pools across service lines with best practices onboarding, engagement and development activities.

Enabled annual growth of 255% year-on-year through new client acquisition and business development.

Contributed to successful delivery of the regional Talent Management transformation programme, sponsored by the VP Europe and MD Switzerland.

### HILARY CLAIRE FRAZER – Organisation Development Director

An international Organisation Design and Development professional with extensive experience of transformation programmes and change projects for global companies across mature economies and emerging markets

*“I appreciated Hilary’s demonstrated strengths on this engagement, which included her substantial HR background and varied other experiences, and her ability to think at the strategic level and then translate that into actionable frameworks and plans.”* *Managing Director, Resources Global Professionals (Switzerland) GmbH* *“I just wanted to say a massive thank you for your contribution for RGP and to wish you well in the future.”* *Vice President, Resources Global Professionals Europe*