



Case Study: Sourcing Specialized SAP Talent Overseas



Company Profile

Our client is a worldwide mining machinery and services company. Through its market leading divisions, the client manufactures underground and surface mining equipment and offers aftermarket-related services. The client is recognized as a leader in the design, manufacturing, distribution, service, and enhancement of mining machinery and equipment. The company's products and related services are used extensively for the mining of coal, copper, iron, gold, and other mineral resources.

The mining industry is vital to the overall health of the world economy. Today, more than 50% of the electricity generated in the U.S. comes from coal-fired power plants. The client continues its role as a leader in assuring that mineral and energy resources are efficiently and carefully extracted, and delivered reliably to meet the requirements of the world economy.

Overseas Recruitment Profile

With operations in China and South America (Brazil, Chile, Mexico & Peru), the client has been working toward two main objectives:

- 1). SAP implementations in its China locations
- 2). SAP upgrades in South America

In working with a traditional mid-size consulting company, the client struggled with the global coordination of SAP resources to accomplish both objectives. Before being introduced to Extrinsic, the client also contacted one of the Big 3 worldwide consulting firms; however, the resources through this large corporation were less seasoned and cost on average \$100 more than the resources provided by Extrinsic.

Extrinsic's Needs Assessment Process

Extrinsic is backed by time-honored business relationships with many Fortune 500 companies which have developed global initiatives. Because of this successful experience, Extrinsic has developed a proven process for sourcing global talent.

Step 1: An Extrinsic leadership team worked closely with the client's IT management to develop a true understanding of the global mission.

Step 2: A detailed timeframe was developed that included a two-phase approach to ensure the implementation and updates were successful.

Step 3: Extrinsic's international team, led by our International Director of Global Resources, communicated closely with the client through scheduled meetings, conference calls, and e-mail throughout the entire search process.

Extrinsic's Candidate Sourcing Process

Extrinsic is unique because it has a portfolio of over 120 recruiters throughout the world. Because of this approach, Extrinsic was able to work closely with the client in the U.S., while coordinating global resources to develop IT project teams overseas.

Extrinsic's International Director of Global Resources worked closely with our resources in Asia to locate the proper talent to handle the goals of our client. Once talent was identified, a rigorous evaluation process was implemented.

All Extrinsic SAP resources were thoroughly phone screened, interviewed at multiple levels for both technical and functional levels, and background checked.

Client Results

By creating and sticking to the aggressive timeline developed at the onset of the project, Extrinsic was able to meet the client's talent needs in a timely and efficient manner. Extrinsic's International Director of Global Resources conducted weekly progress calls with both the client and resources overseas to ensure all needs were met.

Phase 1: During Phase I of the assignment, Extrinsic sourced dozens of qualified professionals and submitted the top five available candidates, three of which were needed and hired. Phase I was completed on-time and within original project budget.

Phase 2: During Phase II of the assignment, Extrinsic sourced several additional candidates and submitted three top performers to the client, two of which were needed and hired. To date, Phase II of this assignment is projected to finish on budget and on schedule.