

Executive Search

Case Study

India Country Manager

For a software services organization
headquartered in the US.

Technology Practice

Background

Our client is a Managed Identity Services Provider that helps organizations, across industries, protect and grow their business.

What was the exact ask/ role specification

The client was looking to bring onboard an 'India Country Manager' responsible for managing and delivering solutions to clients across the globe while building and leading the organization in India. With a primary focus on engineering, this leader would be expected to build multiple cross-functional teams over time to drive the organizational objectives earmarked for this geography.

This role would report to the Regional APAC Manager and be based out of India.

The process

We started by working with the hiring manager (Co-Founder & COO) and the Global HR Head to identify the competencies required for this role and carving out the job description. Once the job description was fine-tuned and ready to go, the set of target organizations were identified. These were typically the top-tier Indian and global organizations in the software services space. The initial focus was to identify candidates who bring some software consulting background as well. Additionally, it was essential to identify candidates who had good vantage in various organizations that they would have been a part of.

From this target list of organizations, we built a potential pool of 15 candidates who were currently playing a role that involved being responsible for delivering projects for a healthy client portfolio with a revenue of USD 10 million+ and leading a team of 200+ engineering members. We had a feedback session with the hiring manager regarding this 1st list of candidates, based on which we shortlisted a few candidates and decided to continue identifying others.

Over three weeks, we submitted five dossiers, and all of them were shortlisted by the client. The client started the interview process for each candidate and in a span of 2 to 3 weeks, were able to complete the interviews. The interview process comprised six rounds, and throughout the interview process, the PeopleAsset team and the client's talent acquisition team hand-held the candidate to ensure there were no drops in the interview process and to ensure that the candidate experience was a good one. The interviews focused on assessing the depth of knowledge that the candidates carried in their current organization and also to understand from them how they would approach building the India organization for our client. Of the entire list of candidates presented, three were identified for an offer.

Finally, from the three candidates, the one who fell reasonably well within the pre-identified budget and carried all the required personality traits as expected was sent an offer. We worked very closely with the hiring manager and the client's HR leadership to hand-hold this candidate and ensured he came on board within 45 days instead of the 90 days, which was the standard notice period in his current organization. PeopleAsset ensured a weekly / bi-weekly engagement with the candidate to ensure that there were no loose ends. Additionally, we also ensured that the senior leadership from the client's end was involved in the hand-holding process for this candidate.

The chosen candidate brought in more than 17 years of total experience, a majority of which had been in the target set of organizations as identified by the client. He had been leading delivery portfolios of USD 10+ million and 200+ team members. He had worked extensively with stakeholders worldwide and understood the cultural aspects involved in each of the different cultures.

PeopleAsset differentiator

- PeopleAsset's initial focus had been on getting a good understanding of the client's requirement – defining the problem statement with as much clarity as possible.
- The focus was on ensuring that the client did not have to sift through a large volume of profiles to arrive at a set of suitable candidates, and hence the time spent on research and evaluation of the candidates was immense.
- Our evaluation process ensured the right messaging about the client and the proper cultural fit for each of the candidates.
- The deep hand-holding process adopted by PeopleAsset ensured that there were no surprises for both the candidate and the client.