

Rapid Scaling of Organizations; Building Capable Teams within Limited Timeframes

Background

A leading global contract research organization (CRO) was selected by one of their key clients to be one of two Strategic Alliance Partners (APs) to provide full end-to-end clinical trial support services. During the transition process, the client's senior leadership recommended that the CRO reach out to Eliassen Group to better understand the approach and process required to scale and build organizations quickly.

The CRO was faced with resourcing challenges not only with this large client but across their entire portfolio and needed to ramp up contractors quickly to support their immediate needs. Faced with the challenge of rapidly scaling a team for their client and recognizing that they did not have the recruiting bandwidth to meet the client's required timeframes, the CRO turned to Eliassen Group.

As an industry leading staffing provider, Eliassen Group has deep experience onboarding thousands of staff with specific expertise in the Biometrics industry. After a series of in-depth conversations with the Eliassen Group Biometrics and Data Solutions team, the CRO entered into a 6-month agreement for the onboarding of 12 FTEs. Eliassen Group quickly sourced and placed the initial wave of 6 FTEs within one month of entering into the agreement in December of 2012, and exceeded expectations by placing the remaining 6 FTEs by mid-January, four months in advance of the contract end date.

Problem Identification

Rapidly source and place 12 FTEs to support a global CRO's end clients.

Nature and Scope of Challenge

A global CRO provider was challenged to meet its client's growing staffing needs in addition to other existing resource needs. They required a solution to rapidly identify, qualify, source and place talent within these teams within very short periods of time. The CRO reached out to Eliassen Group to assist them with their rapid scaling needs.

Problem Resolution

- I. The global CRO, faced with immediate staffing challenges and looking to quickly source and onboard a team of 12 FTEs, subcontracted with Eliassen Group Biometrics and Data Solutions to support their client's staffing needs.
- II. The CRO entered into a 6-month agreement with Eliassen Group to source the needed talent on their behalf.
- III. Eliassen Group Biometrics and Data Solutions sourced 6 FTEs within the first month of the contract, and the remaining 6 FTEs within the second month of the contract, fulfilling the staffing needs for the CRO's end client four months in advance of the contract end date.

Eliassen Group Value Proposition

Eliassen Group draws on more than 25 years of experience in the staffing and consulting services industry in order to meet the needs of its clients.



Some of the key aspects of success in partnering with the global CRO provider to meet the needs of its client, include the following:

- Eliassen Group leveraged its highly tenured and experienced recruiting team, taking on the sole responsibility for recruiting, screening and selecting the necessary staff to build the team of 12 FTEs.
- All work was performed offsite, using Eliassen Group office locations and other satellite office locations as necessary.
- All staff were trained on and followed the CRO's standard operating procedures and systems.
- Eliassen's management provided oversight and monitoring of staff.

As a result of the quality of the original resources sourced for the end client, the CRO made several incremental requests to staff teams for other end clients, including the following:

- In March 2013 the CRO's management team approached Eliassen Group requesting the addition of 8 more FTEs due to increased workload across their organization. These 8 FTEs were successfully onboarded within six weeks. In April 2013 the CRO made an additional request for staff with 20 FTEs onboarding within 8-10 weeks.
- An additional SOW and Work Order were put in place for the period July – December of 2013, calling for even more resources. In total, 39 FTEs were sourced and hired to meet the needs of the global CRO provider, on behalf of their end clients.

