



Leveraging iCIMS for Global Recruitment: A Strategic Implementation with HRchitect

CLIENT BACKGROUND

This Client specializes in providing advanced IT solutions across key areas such as cybersecurity, cloud infrastructure, and communication technologies. Their services span managed solutions, professional services, and innovative advisory offerings tailored to diverse industries, including healthcare, education, and financial services. Focusing on cutting-edge technologies like AI and multi-experience systems, the company emphasizes customer-first and cloud-first strategies to deliver impactful business outcomes.

THE CHALLENGE

The Client, already leveraging iCIMS for talent acquisition in the United States, aimed to implement the same platform for their India Talent Acquisition team. This transition would require the India team to adopt and configure the iCIMS suite to meet their unique operational needs.

The Client selected HRchitect's Concierge-Managed Support services to support this initiative and engaged a Client-Side Consultant as the primary resource. This Consultant worked closely with the Client to guide the transition, ensuring a seamless implementation of iCIMS across teams and regions.

CLIENT PROFILE

- US-based IT services provider specializing in cloud, collaboration, cybersecurity, networking, and managed services
- Around 2,000 employees
- Recognized as 2023 Enterprise Partner of the Year by Avaya
- HRchitect supported the iCIMS implementation for the Client's India team

WHY HRCHITECT?

- Certified iCIMS Partner
- See what hundreds of clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners and average over 15 years of Talent expertise



SERVICES ALIGNMENT

A comprehensive project plan was developed in partnership with the Client-Side Consultant, focusing on key areas such as system improvement, optimization, and adherence to best practices.

In collaboration with HRchitect, the India Talent Acquisition team replicated the iCIMS configuration used by their United States counterparts. This tailored approach ensured a seamless transition and alignment of iCIMS functionality to meet the specific needs of the India team.

PROJECT ACHIEVEMENTS

- Created a new user group for the India team
- New fields added to jobs to be able to input the India team's recruiters and managers
- Created a ticket for iCIMS to create an India Career Portal within iCIMS to be linked to the website, which created a candidate-facing site tailored to the Indian job market
- Approval process changes for India requisitions, ensuring requisitions met compliance standards
- Added Data privacy & consent language, safeguarding candidate information and reducing legal risk
- Added GDPR language required for the European Union (EU) agreement, ensuring transparency with candidates about data usage
- Configured India-specific dashboards & reporting based on United States dashboards & reporting, maintaining brand consistency
- Offer management changes to comply with India's Cost-to-Company (CTC) offer management requirements, which included the breakdown of pay periods, employee bonus structure, health insurance, etc.



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SERVICES PROVIDED

The Client-Side Consultant initiated the implementation process for the India Talent Acquisition team shortly after finalizing the project plan. Leveraging the existing configurations used by the United States team, the Consultant implemented recommended modifications tailored to meet the specific requirements of the India team. Certain changes, such as configuring the team's Career Portal, required collaboration with iCIMS through ticket submissions.



As a certified iCIMS partner, HRchitect's Client-Side Consultant expedited ticket resolutions, owning this process from start to finish, so our Client didn't need to deal with the frustration of entering and following up on multiple support tickets themselves.

For offer management changes requiring integration with external vendor DocU, the Consultant actively supported the input process and facilitated vendor communication to ensure smooth collaboration.

THE RESULTS

The implementation went live and has since performed effectively for the India Talent Acquisition team. Following its success, areas for improvement in the United States configuration were reviewed and implemented. Thanks to comprehensive training from their HRchitect Consultant, the India team is now empowered to manage issues independently without additional support.

LOOKING TO TRANSFORM YOUR iCIMS OPERATIONS?

Transform your operations with HRchitect's Concierge-Managed Support Packages. HRchitect has delivered top-rated services to thousands of global clients, and our expert consultants provide exceptional guidance to address immediate needs while optimizing your iCIMS system for long-term success. Schedule a complimentary consultation today and unlock new efficiencies and capabilities for your organization.



To learn more about HRchitect's services or request a consultation, [click here](#)

