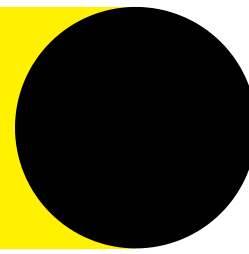


Better Outcomes Case Study



Creation and implementation of a customized behavioral guide created Better Outcomes for our Client

For another large financial services organization, Agilus worked on a time sensitive IT need that was project bound and fundamentally changed the way our Client conducted its entire business. Agilus would be the key partner in creating the Salesforce Centre of Excellence for our Client. This would be the group that would lead the sweeping change for the organization to implement Salesforce.com and would be the critical link to how the Client manages their customers in the future. The Client initially intended to build out the center of excellence with several permanent hires in Winnipeg and Toronto across development, release management and architecture. After a customized intake process designed to drill into mandatory technical skills, experience, competencies, and behaviors, it became clear that the current talent acquisition infrastructure was not equipped to assess all the factors that were considered critical to the success of the new permanent technical roles. Agilus worked with the internal team to produce a customized behavioral guide specifically for these roles. The guide would provide hiring managers with a balanced evaluation of the soft and cultural attributes that 9 were deemed critical for success and allow them to complement their deep technical knowledge in the space to ensure that only the correct new team members we brought on board for this critical project. The results were a much higher retention rate for new hires while also providing dozens of qualified Candidates, resulting in permanent hires of: Senior Salesforce Developers, Release Management Specialists, and Salesforce Architects. The total number of Candidates placed in the IT group including this project now ranges over thirty.

