



Enigma People Solutions Ltd

Psymetrix/ Alstom Group

Case Study

› Client objectives

Psymetrix is an Edinburgh based company who digitally track the flow of energy across the national grid, making energy more efficient. They first approached us as an 8 person company with a strong and experienced core team. Their ambition to grow combined with a number of placements we made with them, led them to be acquired by global electronics company Alstom Grid. The Alstom parent company already has an internal recruitment function but this had no penetration into the Scottish market and so struggled to find specialist key personnel. They were able to attract graduates and internal candidates but local talent with specific key skills to help build and lead the functions of the expanding team were a significant challenge for them to meet. Enigma People Solutions had worked with Psymetrix and shown an understanding of the skills required by the business. Alstom Group have retained the contract we held with Psymetrix to help source the next group of team leaders and senior technologists for the business, namely Head of Development, Head of Software Testing, Senior Java Developer, Senior Firmware Engineer in order for the business to continue growing.

› Our strategy

Whilst these were essentially contingency recruitment assignments, search and selection actions were required in order to hone in on the specific key skills. We searched universe lists, target companies and application development environments that would most likely provide the right skills.

› Challenges faced

The Head of Software Testing was a critical role. Up until recent years software testing was carried out by the development teams or off shored abroad, leading to a vast underinvestment in this skill in the UK. During the recession, many SME software houses that would have provided experienced testers were cutting costs and cancelled test teams. There were fewer development projects, businesses were downsizing and so there was little need for dedicated, separate testing teams. In addition to this, testers in Scotland typically come from large financial corporations, whose environments and applications were not a suitable training ground for the skills required by Psymetrix. The culmination of this and the current high demand for software testers means available individuals with the skills are few and far between which made this an extremely challenging role to fill.

› **Our solution**

Persistence was essential to succeed. We conducted some deep research into the specific skills required and selected only eight companies across the central belt of Scotland that would have talent which matched the client's requirements. Five individuals were identified as key people of interest and were discretely approached. Three were unavailable however two candidates were progressed through to interview and one was eventually selected and received an employment offer by the client.

Sadly, this offer was turned down by the candidate due to a counter offer which presented a greater opportunity. Knowing this is common in today's market we returned to the initial three candidates who were unavailable during the first screening process. They were again discretely approached and one was now open to having discussions regarding the role. Once introduced to the client, this individual also received an offer. This however was also turned down in favour of another role. Understanding the competitive nature of offers and counter offers, we continued our search. As it turned out one of the original candidates we had identified was now also available and was introduced to the client. This resulted in the candidate accepting the offer and successfully filling the head of software testing vacancy.

› **What was successful/innovative about our solution**

The client used three agencies to help fill this role and we were the only agency to present candidates that were of interest to the client. It is clear that the initial research and understanding of the vacancy and systems was key to success on this assignment. We identified the best talent for the role on three occasions, where each met the client's needs and expectations and offers were made. Our tenacity, persistence and ability to keep the lines of communication open with unavailable candidates proved to be very valuable expertise in successfully filling the vacancy.

› The results

Given that we were in effect competing against the internal recruitment team, parent company Alstom's internal employee transfer options and two other recruitment agencies, we are delighted to have placed three of the four key roles, Head of Development, Head of Software Testing, Senior Java Developer as well as a test engineer with the client.

This is testimony to our willingness to complete the job rather than just walk away when a quick win does not materialise. This effort to build the relationship with the client has led to Enigma being made sole supplier to Psymetrix in Scotland and we have been co-opted onto the Alstom Grid preferred supplier register along with only 2 other agencies. This effectively turns the Psymetrix account from was expected to have 20 vacancies in 2014 to one that has from 120 to 150 permanent vacancies in 2014 throughout Psymetrix and its parent company Alstom Grid.

Supporting testimonial:

Lachlan Macpherson - Development Team Leader - Psymetrix Limited

“Due to the nature of our growing team, it is important to get the key positions right and build from there.

In my dealing with Enigma People Solutions, I have seen both sides of the business. They were instrumental in successfully placing me in my current role and also have been successful in providing me with opportunities that I have had open in my capacity as a recruiter. I can say that Ben and his team are always professional but friendly and approachable. They work hard to understand what it is you are looking for and, in the case of providing candidates, will only put forward the candidates that are suitable. They always focus on providing the right solution for both the candidate and the recruiter to ensure the best outcome.”