



## CASE STUDY

# THE IMPOSSIBLE RECRUITMENT TASK—SELECTING THE BEST IN REMOTE REGIONS

*For an IT Organisation*

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**Acuity**  
CONSULTING

# THE IMPOSSIBLE RECRUITMENT TASK

## Selecting the Best in Remote Regions

### The Situation

Having recently won a lucrative technology contract with a large government department, this IT organisation needed to establish a high performing and credible management team to lead and deliver to the contract. There were a range of options open to management to source appropriate people – existing internal specialists, existing government personnel and the recruitment of external specialists. One of the key roles was the Regional Delivery Managers (RDM). The RDM role is responsible for ensuring that all defined technology services are delivered according to pre-agreed service levels.

### The Challenge

High performers needed to be identified quickly to take up these roles, across multiple locations around Australia, in an especially tight market.

The role required strong technical expertise underpinned with proven management and leadership experience to manage a major transition of services.

In addition many roles were remotely-located and thus potentially less-desirable to candidates.



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### The Outcomes

Acuity's recruitment management model is ideal for responding to challenges such as this. The model is focused on the rapid delivery of pre-qualified candidates to clients in tight timeframes.

From our team of agencies, Acuity implemented our Assessment Centre methodology to assess qualified and interested candidates across each location. Outcomes from these independent assessments allowed our client to view comparative assessment centre data, from which they could make informed decisions about the relative strengths of each candidate, to greatly assist in making the final placement. Key development areas for each candidate were highlighted, our client therefore fully informed of the key areas to be addressed on effectively assimilating into the role.

Fully managed by Acuity, the entire recruitment process was greatly reduced in time to placement. The short-list quality was outstanding and our client was spared the massive amount of time and costs associated with hiring in a tight market, across the different locations, being called to only review the Management report and then conduct final interviews. Successful candidates received detailed Development reports, used by both themselves and their manager to highlight key capability areas for immediate attention, and ongoing development.

