

Recruiting Services for FinTech Company

Key metrics for Client Technical Support position


Long list:	512
Short list:	10
Offers accepted:	1
Time to fill:	20 days
Time to hire:	14 days


BUSSINESS CONTEXT

A Swiss FinTech startup specializing in white-label B2B software for structured product issuers, typically major banks, engaged our services to establish a second engineering team in the Ukrainian market. We focused on recruiting for roles including full-stack developers, DevOps specialists, QA professionals, and client support managers.


SOLUTIONS

We set up spreadsheets tracking the candidate pipeline for each role and established dedicated chats for each position to enhance efficiency. Additionally, we coordinated candidate interviews with the client to streamline the process. The client appreciated our keen understanding of their needs and busy schedules, noting our ability to minimize time spent on unnecessary communication. We effectively filled four roles for our client, and all the hired candidates successfully completed their probationary periods.

 June 2021 - ongoing

 *"The team's communication is a real pleasure."*

PROJECT SUMMARY

 Verified by **Clutch**

Thanks to Brain Agency's efforts, the client is able to hire well-equipped applicants within the budget. The team has been organized to execute the workflow seamlessly. They have worked closely with the client to understand their needs and requirements.

THE CLIENT

Introduce your business and what you do there.

We are FinTech startup company providing a white labeled b2b software product to issuers of structured products (usually large banks). I am a lead developer, and I relocated to Ukraine to build a second engineering team for our company.

THE CHALLENGE

What challenge were you trying to address with Brainy Agency?

Brainy Agency supported us with recruiting, i.e., finding talented engineers on the Ukrainian market.

THE SOLUTION

How did you select Brainy Agency and what were the deciding factors?

We were creating a shortlist of recruiting companies (mostly from clutch reviews), and then contacted those companies. After the first talk with their management, we selected 2 recruiting companies from this short list. For us, three things were important: good reputation and branding of the recruiting company, reasonable rates, and a good personal connection with the person we will work with.

Describe the project in detail and walk through their service package.

We were looking for full-stack developers, DevOps, QAs, and client support managers. Brainy would give us a candidate pipeline, and we would pay Brainy only in case of a successful hire.



Team Lead,
Fintech Company



Financial services



Zurich, Switzerland

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CLIENT RATING

5.0

Overall score

Quality: 4.5



Schedule: 5.0



Cost: 4.0



Would Refer: 5.0



How many resources from the Brainy Agency team worked with you, and what were their positions?

We talked to essentially one person at Brainy for the entire project. As far as we understood, she is a client relations manager, and not a recruiter herself; she distributed all the communication to their internal recruiters. Most importantly, she was very pro-active and a pleasure to work with.

RESULTS & FEEDBACK

Can you share any outcomes from the engagement that demonstrate progress or success?

We hired four people pretty quickly in a relatively competitive employers market. Given that we have very high quality standards this was a huge success. On top of that, Brainy's rates are more reasonable than those of some of their competitors.

How effective was the workflow between your team and theirs?

Brainy was very pragmatic and set up spreadsheets containing the candidate pipeline for each position as well as a dedicated telegram chat for each position. We in terms provided information on our project, the hiring process, the decision makers, etc. We also provided calendly links to Brainy to help us setting up meetings quickly. This allowed us to make decisions quickly with not a lot of overhead.

What did you find most impressive or unique about this company?

The team's communication is a real pleasure. We felt like that Brainy understands our requirements and our busy schedules very well, and we felt that we wasted very little time on communication overhead.

