

## A Case Study on our client Fortius Telecommunications



### OUR CLIENT: FORTIUS TELECOMMUNICATIONS:

Connecting Tomorrow's Telecoms Today.

Leveraging the rapidly changing telecoms sector to solve the challenges of our clients. We work with them to deliver their customer needs and remain at the forefront of the data telecoms revolution.

### MAIN CONTACTS:

James Sagoe (Managing Director)  
Takondwa Kampesi (Operations Director)

[www.fortius-telecom.com](http://www.fortius-telecom.com)

### CURRENT POSITION

- **Forties Telecoms** is supporting two of the UK's leading telecommunication service providers, their highly-trained and efficient workforce operates in the south of England delivering a full suite of services, connecting customers across the south of England.

- **A rapidly scaling team requires back office support**, with 17x engineers servicing two UK clients across three locations to build a telecoms network and looking to scale with up to 32 more engineers arriving during the year.

- **Multinational team and recruitment** and continuing great to increase diversity of staff and thought across the back office team helps to improve engagement and teamwork.



### CRITICAL GOALS

**All roles are assumed to be right-storable** is the assumption that client started with and it has led to finding roles that may not be typically offshored such as a quantities surveyor and a data analyst.

**Zero recruitment fees** hiring directly through friends and family is really important for Fortius as they find better commitment from their team so long as they are willing to take a little more time to teach the team it works well. Outple offered a similar option whereby no recruitment fees are charged yet quality staff are sourced.

**Value for money** matters when your client is in a business where the margin that you can make on a contract day to day is the primary goal. The hiring employees overseas where the cost of living is lower and a wage arbitrage opportunity exists then this provides our client with an opportunity to increase their margin.

### CRITICAL GOALS

- Start date: 30 August 2021.
- Countries of employment: Ghana and Malawi.
- Sourced 5x roles:
  - Quantitative Surveyor.
  - Data Analyst.
  - HR assistant.
  - Admin.

## CONTRACT DETAILS

Contract Length:  
**Monthly rolling contract.**

FTE Employed:  
**3x Individuals.**

Contracted staff on call:  
**2x staff.**

Total Estimated CTE saving:  
**£50,000 p.a.**

Local employment taxes and contracts:  
**Outple responsible.**

Staff replacement:  
**If the client is not happy for whatever reason we replace the staff free of charge.**

Professional Indemnity Insurance:  
**Up to \$1m.**

Payment:  
**Monthly in advance.**

Fee structure:  
**Fixed Fee.**

## REQUIREMENTS AND POSITIVE BUSINESS OUTCOMES

- High quality talent can successfully be implemented at managerial level in many positions, that can then effectively manage further outsourcing at junior levels, so long as this is supported by a Senior Manager, Associate Director or Director level onshore.

- Emphasise the benefits of working for an international company and be intentional and committed to those hired, it can be challenging for them to find a new role in their local market so stability of the role is a prerequisite for many overseas staff, despite the attraction of working for an international brand name.

- Full Job Descriptions and Key Competencies Provided in Advance.

## HOW WILL WE MEASURE SUCCESS?

- Monthly SLA will be adhered to.
- Ability to source and present new talent as the business grows.
- Client is able to train the staff, then move on and focus on scaling other areas of the business with confidence that the outsourced talent is competent to handle the role.
- Weekly and Monthly client check ins to pick up and manage any quality issues with service.
- Effective communication - no surprises.
- Strong recruitment and HR support from our team.

