

# case study: Cielo



'Highly responsive service delivery  
and excellent worker and client  
experience.'



# Cielo

## the client

Cielo is the world's leading strategic Recruitment Process Outsourcing (RPO) partner, dedicated to ensuring their clients attract and hire better talent faster, all while providing a world-class candidate experience. With 2,000 employees serving 177 clients across 95 countries in 39 languages, their unified global footprint enables them to offer truly regional-specific solution.

## the challenge

Cielo were experts in managing permanent RPO recruitment but didn't have access to technology or specialist advice to manage contingent workers on behalf of their clients.

## the solution

The solution was for **giant** to employ all the PAYE workers via our PEO solution and also pay all the secondary agencies by sitting in the contract between them and Cielo. Cielo utilise different aspects of our technology to help manage the contingent workers as well as utilise our pre-employment screening services throughout the supply chain.

Sebastian O'Connell, Managing Director, Cielo EMEA & APAC says *'using an outsourced provider who has specialised for almost 30 years in employment solutions and managing contingent workers with their own technology has resulted in an agile, and highly responsive service delivery and excellent worker and client experience.'*

## about giant

Since 1992 **giant** have provided specialist, end to end workforce management software and support services to large and small recruitment agencies, internationally.

We invest heavily in our cloud-based software which ranges from candidate sourcing and onboarding through to timesheet management, billing and payroll. Our support services include candidate screening, employment solutions and legislative risk management; whilst at our specialist division, **giant finance+**, we provide tailored funding, software and support services for start-up to medium sized recruitment agencies.

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