

# Case Study



## Customized Staffing Solution Meets Fast-Paced Employment Needs



Industry: Web Retail | Client Since: 2004 | Domain: PMO

**Client Need:** eBay's Program Management Office (PMO) faced many challenges. It was taking too long to find qualified Project and Program Managers (PMs) which was impacting eBay's fast-paced weekly release cycles. Once selected, PM candidates often took up other assignments during eBay's lengthy background check process. Once PMs came onboard, candidates faced a learning curve of an average of two to three months to fully understand eBay's project management and release methodology.

**Solution:** Akraya identified Recruiting and Onboarding as the two processes we could improve to make the most impact.

- We first set up a recruiting team that thoroughly understood the PMO needs. These recruiters proactively built a pipeline of qualified candidates (combining PMI chapter sponsorships, networking, referrals and job boards) available for new assignments.
- Akraya then worked with consultants to streamline the background process, proactively mitigating the typical delays associated with background checks.
- Akraya assigned an in-house trainer to become certified through eBay's PM training program so that while candidates waited for their background checks to complete, the in-house trainer could adequately prepare them for their new positions.
- The in-house trainer also provided assignment-specific training for the PM groups deployed to specific departments such as Infrastructure, Product Development and Release Management.

**Results:** Akraya's improved recruiting and onboarding process provided eBay with multiple high-quality PM consultants that were fully prepared and ready to hit the ground running on day one.