

RECRUITMENT CASE STUDY

Alere International

Summary

This case study details the recruitment solution Collins McNicholas delivered for Alere International Ltd. The case study gives background information on Alere, explains our account management approach to the project and documents the recruitment process and timeframe we followed. As of August 2018, Collins McNicholas has recruited 88 employees for Alere.

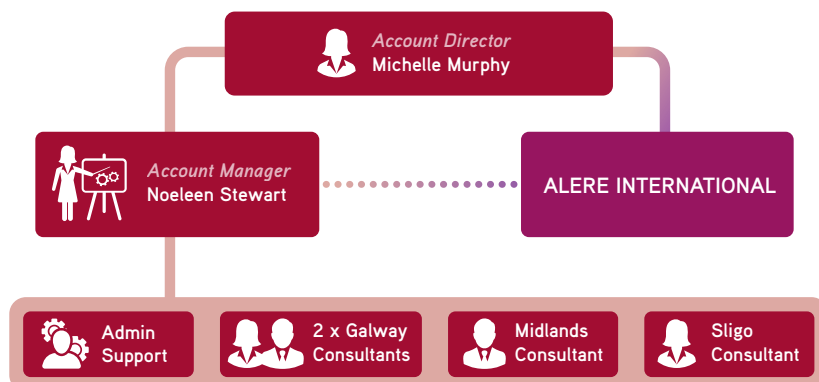
About Alere International

Alere develops and manufactures products that provide diagnostics and health management solutions. The company is a global leader in rapid diagnostics for cardiovascular disease, infectious disease, toxicology, oncology and women's health.



Account Management Model

Collins McNicholas established a dedicated account management team, which consisted of Account Director Michelle Murphy; Account Manager Noeleen Stewart; HR Services Manager Caroline Ward, and a team of recruitment consultants in our Galway office, assisted by dedicated personnel in our offices nationwide.



Alere International in Ireland



In July 2011, Alere announced its plan to establish an International Business Service Centre in Galway, and to create 100 jobs over four years.

The Galway-based international business service centre was established to oversee Alere's commercial operations outside of the US. The jobs created encompassed a range of activities that include Customer and Technical Support, Finance, Legal, Vendor & Logistics Management, Contract Manufacturing Management, Quality Assurance and Regulatory Affairs.

The Collins McNicholas Recruitment & HR Services Group was first approached in March 2011 by Alere. We provided various market intelligence reports and data on skills availability. As a result of the information provided, in conjunction with the IDA, Collins McNicholas met with Alere Senior Management, and in April 2011, Galway was chosen as the preferred location, with Collins McNicholas being chosen as the exclusive recruitment partner.

Recruitment Project Timeline: 2011-2018



Collins McNicholas Sourcing Strategy

The cornerstone of our recruitment campaign was the development of a microsite (www.collinsmcnicholas.ie/alere) This provided a detailed background on the company, the specifics of the Irish facility, all vacancies listed with full job descriptions attached, and contact details for relevant personnel in Collins McNicholas. The microsite was launched in conjunction with the IDA / Alere press announcement.



Selection Process

Collins McNicholas screened all suitable candidates in accordance with the criteria and competencies agreed with Alere. All candidates were corresponded with in a timely and professional manner.

Role	Applications Presented to Alere	Alere Management Team 1st Round Interviews	Alere Management Team 2nd Round Interviews	Role Filled
Customer Service Director	4	3	2	1
Office Manager	7	3	2	1
Demand Planning Manager	7	5	2	1
Financial Controller	4	3	2	1
Planning Analyst	3	3	2	1
Procurement Specialists	8	7	4	3
Freight/Logistics Analyst	6	6	2	1
General Ledger Accountant	17	13	7	9
Financial Analyst	8	4	2	1
Accounts Payable	11	7	5	5
Spanish Accounts Payable	2	2	1	1
Marketing Creative Services Coordinator	7	7	4	1
Customer Technical Specialist	21	14	10	8
Customer Service International	4	4	3	2
English Customer Service	20	18	10	6
French Customer Service	19	11	8	8
German Customer Service	20	14	8	11
Spanish Customer Service	18	6	3	2

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Role	Applications Presented to Alere	Alere Management Team 1st Round Interviews	Alere Management Team 2nd Round Interviews	Role Filled
Italian Customer Service	13	8	6	2
Russian Customer Service	2	1	1	1
Master Data Manager / Data Integrity	4	4	2	1
Supply Chain Analyst	5	4	2	1
Buyer	8	5	4	3
Cash Administrator	11	7	4	2
Credit Collection Analyst	3	3	2	1
Master Data Administrator	5	4	3	3
European Transportation Analyst	2	2	1	1
Receptionist	8	5	3	1
European Treasury Manager	2	2	On-Hold	On Hold
Assistant Legal Counsel	4	4	1	1
Supply Chain Financial Controller	5	3	2	1
Medical Technical Support FR /IT	4	2	1	1
Customer Service Manager Contract	6	6	1	1
Compliance Officer	2	1	1	1
Quality Engineer Contract	1	1	1	1
Associate Quality Engineer	1	1	1	1
Quality Administrator	1	1	1	1
Complaints Project Manager & Business Analyst	1	1	1	1
TOTALS	274	195	115	88

“ Testimonial from Alere

The arrival of Alere International Ltd in Galway was announced in July 2011 by the IDA. This new investment represents the creation of a business and shared service centre to support Alere's International businesses.

Collins McNicholas were chosen to partner with Alere in order to meet the initial staffing requirements of the Galway organisation. These requirements included the appointment of a senior leadership team and a variety of functional and technical roles. Collins McNicholas have fulfilled their mandate with great success and six months on, Alere International Ltd is well advanced in meeting its business objectives.”

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