



TeleKord

Your Business Partner

Recruitment and Outsourcing Processes

How Telekord help companies acquire talents to grow their business



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About TeleKord

Telekord is a software company specialized in digital services and products. we build mobile, web and desktop applications for any kind of business and at any size (startups, small, medium and large enterprises).

Since our start back in 2013, we manage to gain great experience in Middle East, Europe and US markets especially in Telecom and Financial industries. During that period we worked with many clients and we realized that to organically grow you must bring consistent value. Value + Consistency is the key ingredient of any organization success.

Consistency comes from clear vision and continuous improvement driven by our customers feedback however value comes from delivering to our customers the best digital services in no time and with un compromised quality.

How TeleKord find talents

Through our journey we developed a framework – it is not rocket science – on how to acquire talents from the market by understanding the psychology behind people who provide massive value and impact (i.e talents).

Also we know where to find talents based on required skills set. What enabled us to do that is we ran a huge analysis on Middle East and European companies in Telecom and Finance arena and we came up with a matrix showing technologies, methodologies and systems those companies use versus how much each expertise cost.

What puts us ahead others is we are consistently update that matrix to be able to quickly identify where the talents are and how much they would cost, and put that in our customers' hand to acquire them in no time.

Why your business need talents

Acquiring and attracting right people to join your business is the main key for your success in business. Talents would help in:

- ▶ Providing world class service to your customers.
- ▶ Delivering faster and with minimal efforts.
- ▶ Identifying problems and weaknesses and solve it quickly.
- ▶ Implementing preventive procedures to manage risks proactively.
- ▶ Communicating clearly and consistently with team members and management.
- ▶ Dealing professionally and communicating efficiently with customers and users.
- ▶ Merging and coping quickly with existing team(s).
- ▶ Leveling up team mates and encouraging them to advance.

Talent Acquisition process

We have developed our process in a way where it should be easy, quick and convenient to customers.

1. Process starts by submitting your requirements to sales@telekord.com with:

- Qualifications (e.g. technologies, methodologies, systems, other specifics).
- Roles and Responsibilities (e.g. Staff, Supervisor, Manager, Director).
- Industry (e.g. Telecom, Finance, Travel, E-Commerce).
- Experience Level (e.g. Junior, Senior, Subject Matter Expert).
- Engagement Type (e.g. Full time, Part time, Consultant).
- Engagement Period (e.g. year, 6 months, 3 months).

Or navigating to our resumes library by visiting <https://telekord.com/recruitment> and specify the above listed filters (or fields).

2. In case of dropping an email to our sales team, sales team will analyze and reply back with up to 10 resumes in 1 week (7 calendar days).

Talent Acquisition process

3. In case of using our online resumes library, all resumes and profiles will be shown automatically for view.
4. If the visitor successfully found a suitable profile(s), he or she can request an interview via mail or via our website.
5. TeleKord sales team will get in touch with the requestor (website visitor or email sender) in 2 working days to clarify all the hiring conditions (financials, work conditions, allowances, benefits, etc) that the talent will probably accept as well as TeleKord pricing structure and fees.
6. If the requestor accepted the talent hiring conditions and TeleKord fees, TeleKord sales team will arrange an interview - onsite or online based on requestor preference - within 1 week (7 working days).
7. If the requestor/customer found the desired talent, customer will have to drop another mail (with the talent name) to our sales team at sales@telekord.com to trigger the official hiring process or submit a hiring request from Telekord website.

Outsourcing process

Telekord offers outsourcing services to customers in need for skilled resources in the following areas:

- ★ Telecommunication including offline/online mediation, online charging, offline billing, CRM, channels management, subscription management and Internet of Things.
- ★ Information Technology including cloud, data science, automation and DevOps, enterprise integration and application Development.

Process

1. The outsourcing process starts by submitting a request from TeleKord website using the contact form - <https://telekord.com/contact> - including:
 - ▶ industry
 - ▶ job function & job description
 - ▶ number of resources
 - ▶ period
 - ▶ experience Level (e.g. Junior, Senior, Subject Matter Expert)

Outsourcing process

2. TeleKord sales team will contact the requestor (i.e. customer) for more details if needed.
3. TeleKord team will analyze the request, check availability of resource(s) and confirm back with availability and their portfolios in 5 working days.
4. Telekord sales team will contact the requestor for any kind of support or any open questions after 2 days from sending the portfolios.
5. If requestor/customer is happy to interview provided resources, our team will arrange an interview - online or onsite - between internal resource and the customer.
6. If requestor/customer is not happy with provided portfolios, telekord will acquire the requested talents from the market following the talent acquisition process (see slide 6&7 for more details).
7. In case the customer accepted the resource, the customer will have to submit another request form TeleKord website triggering the hiring process.
8. TeleKord team will have to share rates card including relevant pricing with the customer.

Payment Terms

Talent Acquisition Service

- ☑ In case TeleKord managed to satisfy the customer needs and find the right match, the customer will have to pay a one-off charge due once receiving the hiring request (means that the customer accepted TeleKord fees and Happy to proceed with the resource hiring).
- ☑ TeleKord sales team will send an invoice, to the customer official email address, with payment due date and details (e.g. payment method).

Outsourcing Service

- ☑ In case TeleKord has an availability and suitable internal resource to satisfy a customer need, TeleKord will share its rates card with the customer.
- ☑ Payments will be on a monthly basis and due after providing and accepting the service by the customer. if customer didn't accept the service within 5 working days, TeleKord will assume the service acceptance by the customer. **Disputes will be managed and resolved case by case.**

FAQ

What if the hired resource is not good or suitable for the job?

Despite the full involvement of the customer in interviewing and accepting the resource, TeleKord will ensure providing another candidate free of charge within 1 month from the hiring date. After 1 month (30 calendar days), a new hiring process will have to be initiated.

What are the accepted payment methods by TeleKord?

We only accept money transfers to our bank account quoted with the number of the invoice submitted by TeleKord to the customer.

What if the customer didn't pay for the service on time or by due date?

TeleKord will ask the customer for a credit card (personal or corporate) details as a guarantee for the payment during the talent acquisition or outsourcing process.

Support

If you have any questions or comments please drop us a message at sales@telekord.com and we will come back to you within 3 working days.