

A woman with dark hair, wearing a gold sequined sweater, is smiling and looking towards the right. She is in a meeting with other people, who are partially visible in the background. The background is a blurred office setting with windows.

## Optimizing Workforce Deployment: From Fragmentation to Workforce Advantage

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Graebel implemented a centralized, scalable technical assessment and approval process for a global technology company in under 90 days to streamline internal mobility and ensure compliance.

### Background

**A global technology company partnered with Graebel to maintain its high standards in technical hiring while supporting internal equity and compliance.**

The client enforces a rigorous hiring process for external candidates and sought to apply the same level of scrutiny to internal role changes. The goal: to uphold excellence in hiring practices without compromising fairness or compliance as workforce needs continued to evolve.

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## Problem: Decentralized Mobility Delaying Processes and Increasing Risk

Despite its commitment to excellence, the internal mobility process suffered from inefficiencies. The reviews and approvals of employee transitions were inconsistent and time-consuming. The decentralized system posed a risk of misalignment with technical standards and regulatory requirements. Approval from the appropriate managers and compliance teams — including compensation and immigration — was often delayed or overlooked.

## Solution: Centralizing and Scaling the Mobility Program

In 2025, the client launched a centralized, scalable technical assessment and approval program in collaboration with Graebel and a third-party consulting firm. This initiative aimed to streamline internal mobility while maintaining compliance and technical integrity.



## Scope of the Program: Streamlining Operations and Workforce Integration

The program introduced several key components to enhance efficiency and oversight:



### Case Management

Managing 2,500 cases annually.



### Global Support Team

A tri-regional customer support model to support the client's employees in all time zones.



### CRM-Based Ticketing System & HCM Process Management

Graebel employees are embedded in client systems and operate within a secure data clean room environment, backed by rigorous information security compliance training.



### Robust Program Administration

Supporting capabilities spanning quality assurance, reporting and analytics, training and performance management.



### Employee Satisfaction

Aiming for a 90% employee satisfaction target.

*"Graebel took what had been a fragmented, frustrating process and transformed it into a seamless experience — not just for our candidates, but for our recruiters, too. Their team truly understood the importance of human connection and helped us scale quickly without sacrificing quality. They've become an extension of our talent function."*

*— Global Head of Talent Acquisition, Leading Technology Company*

## Impact: Streamlining Mobility and Strengthening the Employee Experience

The global implementation of this program in less than 90 days positioned the client to better manage internal mobility by enhancing collaboration between managers and compliance teams, ensuring transitions were smoother, more transparent and compliant. By centralizing the process, the company achieved:

➤ **Significantly reduced processing time for internal mobility requests by increasing the number acknowledged and acted upon within 24 hours by 37.9%.**

➤ **The percentage of employee satisfaction scores rated 4 or 5 out of 5 increased from 86% to 88%.**

➤ **Decreased resolution time by 25%, saving labor hours and enhancing satisfaction through faster outcomes.**

➤ **Standardized the application of technical criteria across teams for consistent decision-making.**



### Conclusion: Building a Scalable Foundation for Future Talent Success

Through strategic collaboration with Graebel and a renewed focus on process optimization, the company transformed internal mobility from a fragmented, inconsistent system into a scalable and structured discipline. This solution not only enhanced technical hiring standards and compliance but also laid a strong foundation for long-term workforce planning and talent agility.