

CLIENT CASE STUDY

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Consolidating Fragmented Staffing

How a Leading NBFC Consolidated 1,800+ Distributed Staff Under One Partner

How Spectrum Consultants replaced a fragmented vendor network with single-partner staffing, standardized branch governance, and dedicated contact centers for a leading multinational NBFC.

Industry

Non-Banking
Financial Services

Engagement

Pan-India Vendor Consolidation
& Managed Staffing



Overview

A multinational non-banking finance entity providing commercial vehicle loans and unsecured personal loans needed to replace a fragmented, multi-vendor staffing model spanning over 1,800 employees across metro and B-class towns with a single, accountable partner.

Challenges

- Employees felt "orphaned" under the existing arrangement.
- Fragmented vendors handling over 1,800 employees, with individual service providers across locations.
- Need for dedicated call centres to support the business
- Low productivity, alongside high attrition and absenteeism.
- Lack of process uniformity and lack of controls across branches.
- Need for multiple branches across metros and B-class towns.
- No sanctity in salary payment dates.



Our Solution

- Spectrum Consultants consolidated the fragmented vendor base and became the single vendor.
- Delivered an organisation-based solution with a dedicated SPOC and Account Managers.
- Set up tele-calling centres in Bangalore and Kolkata.
- Put MIS and reporting systems in place.
- Introduced productivity tracking and enhancement measures.
- Defined and implemented standardised processes across branches.
- Implemented a fixed salary payment date.
- Introduced a Reward and Recognition programme.
- Built a dedicated Employee Engagement plan and team.



Result

- Deployed a standardized workforce solution and dedicated team to manage over 1,800 employees across multiple locations.
- A homogenous employee experience across the organisation.
- Consistent events, in terms of both timing and outcome, hence, creating industry benchmarks.
- Greater compliance, freeing up more time for core business, thus substantially increasing ROI for the client.
- A happier and more productive employees with a continuous, tenured team helped in stronger employee references.
- A replicable and modular model evolved, growing from a single-location solution into a PAN-India preferred service provider.
- Spectrum serviced this client for 18 years, until the group decided to exit the business.



Impact

Spectrum Consultants replaced a chaotic multi-vendor model with a unified single-partner framework that restored employee engagement, enforced payroll discipline, and substantially increased ROI across metro and Tier-B branches.

Outcome

By consolidating 1,800+ employees under a single partner with standardized SOPs and dedicated tele-calling centers, Spectrum turned a fragmented, disengaged workforce into a high-ROI, tenured team for 18 years.

*For **Spectrum Consultants**, this continuous 18-year collaboration cemented our standing as a trusted managed staffing partner, demonstrating that structured process governance, timely payroll sanctity, and nationwide reach can revitalize workforce trust across 1,800+ distributed roles.*

SPECTRUM CONSULTANTS

Empowering Global Enterprises Through Intelligent Talent Solutions since 1995

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30+	20,000+	50+	10 : 1
YEARS OF EXCELLENCE	CAREERS SHAPED	TOP GLOBAL CLIENTS	RESUME-TO-OFFER RATIO

About Us

For over 30 years, Spectrum Consultants has been a pioneer in recruitment, executive search, and cross-border workforce hosting. Headquartered in Bangalore, India, we bridge the gap between global enterprise goals and local execution, delivering agile, compliant, and cost-effective talent ecosystems for Fortune 500s, high-growth tech firms, and global innovators.

Our Services

Executive Search & C-Suite Hiring

Specialized headhunting for mission-critical roles (CXOs, VPs, Directors, Country Heads) backed by rigorous talent-mapping and discretion.

Permanent & Contingent Staffing

End-to-end recruitment across tech, engineering, and digital marketing functions. Flexible contract staffing with dedicated account SPOCs.

Employer on Record (EOR) & HR Hosting

Build high-performing teams in India without incorporating a legal entity. Complete payroll, statutory compliance, benefits, IT asset provisioning, and local governance.

AI & Prompt Engineers Hiring

Specialized squads for next-gen AI/LLM engineers, semiconductor talent, and curated campus recruitment drives from India's premier technical institutions.