

Commercials & Contract

Leadership onboarding

Recruitment

Performance & Reporting

IT & Network

Training & Nesting

Standard Operational Governance

2 - 5 DAYS

5 - 10 DAYS

15 - 45 DAYS

Depending on
profile complexity
and team size

2 - 5 DAYS

2 - 5 DAYS

3 - 15 DAYS

Depending on
subject matter
complexity

CLIENT DELIVERABLES

- Needs & Expectations (KPIs, language and skills, team structure)
- Feedback on CoreX Offer
- Offer confirmation

- Client POC(s) for knowledge transfer to CoreX leadership

- Job description (expectations and responsibilities, languages and skill set)

- Needs and Expectations (Performance & Quality)
- KPIs and SLAs, if not fully defined in the Contract phase

- Work and internal communication tools overview
- Additional IT & InfoSec inputs

- Existing Training curriculum and materials
- Knowledge base

- Client POC(s)
- Reviews and feedback
- In-person visits on a need basis

- Verbal confirmation and initiation of the onboarding processes
- Client or CoreX contract template defined

- Onsite or remote job shadowing completed Train the trainer (TTT) conducted

- Team with the right candidate fit hired

- Forecast & Scheduling and Performance & Quality models match business needs
- Governance model defined

- Equipment with pre-installed setup delivered
- IT environment and network set up

- Initial group training conducted by the CoreX team, if TTT done prior

- Successful Go Live
- Regular communication structure set up

COREX DELIVERABLES

- Collaboration Assessment and Assumptions
- Offer based on client needs and CoreX capabilities & best practices
- Additional adjustments of the Offer, if needed

- CoreX Team Leader(s) and Training Manager

- Advertising
- Selection process and recruitment
- HR Management

- Performance and reporting processes definition OR integration of existing client processes
- Reporting templates

- Replicated client IT environment
- Assistance with CRM or additional IT and InfoSec structure implementation

- Training plan and agenda
- Additional training materials
- Soft Skills Training and best practices
- Onboarding survey for new hires

- CoreX POC(s)
- Reporting and proactive feedback
- In-person visits on a need basis