

# SUCCESS STORY



## RECRUITMENT PROCESS OUTSOURCING (RPO): GAIN CAPITAL



### SITUATION

Financial management is one of the most important aspects of business. Individuals and organizations require proper financial planning and management to make the most of their success. Founded in 1999 by Wall Street veterans, GAIN Capital Group is the premier independent provider of foreign exchange services, including direct-access trading and asset management. GAIN Capital is now one of the largest, most respected firms in the industry, and is led by an executive management team with more than 100 years of combined experience in capital markets. The firm services fund managers, Commodity Trading Advisors (CTAs), individual traders, and other clients from more than 140 countries.

GAIN Capital's depth of experience and financial strength led to a period of exponential growth. In order to assist in structuring its expanding sales force and manage the addition of staff at a variety of professional levels, GAIN Capital required the know-how of an exemplary, client-oriented recruitment firm.

After previously working with TAPFIN on similar projects, a GAIN Capital board member strongly recommended hiring them again. Prior to hiring TAPFIN, GAIN Capital's in-house Human Resources team managed recruiting as one of its many functions. However, the large number of ongoing new hires called for a more focused recruiting function.

TAPFIN was charged with filling numerous sales, marketing, customer support, and administration positions over a range of experience levels. GAIN Capital needed 80 full-time positions and at least 10 executive- or managerial-level jobs filled over a 15-month period.

### SOLUTION

GAIN Capital emphasized finding high-quality candidates over meeting deadlines or quotas. However, TAPFIN still set a goal of eight to 10 new hires per month, including many positions with unusual prerequisites such as non-traditional hours or specific foreign language capabilities.

### FAST FACTS

#### CLIENT BENEFITS

- > Highest quality of candidates in company history through proactive recruiting strategies
- > At time of exponential growth, ability to remain focused on business while TAPFIN recruitment professional quickly integrated into the organization
- > Recognition as an employer of choice in the industry

#### PROJECT SCOPE

- > Hire at least 90 specialized positions over a 15-month period
- > TAPFIN provided 21 new hires in the first month alone, and met or exceeded each of its project goals



With an intense focus on GAIN Capital's business functions, TAPFIN advanced this project with the kind of understanding and skill-set that can only come from experience in the foreign exchange and currency trading field.

TAPFIN's recruitment consultant had just the qualifications to lead this project. With extensive background knowledge of the financial services industry and several years of highly specialized experience seeking commodities traders and sales teams, he went to work onsite at GAIN Capital, quickly assimilating into the Human Resources team. This encouraged an open line of communication and cooperation between TAPFIN's recruitment consultant and the GAIN Capital team throughout the process.

TAPFIN's specialized approach to this project included branding GAIN Capital as an employer of choice and integrating with the client's team on-site. Taking a proactive approach in seeking out high-quality candidates as opposed to reacting only to in-bound resumes and inquiries also helped achieve GAIN Capital's business objectives.

## RESULTS

TAPFIN met or exceeded each of its goals for this project. In the first month alone, TAPFIN provided 21 new hires. In the most recent month, 11 new team members were hired. "These new classes of hires have been the best in the company's history," said Tom Capalbo, hiring manager at GAIN Capital.

TAPFIN had an in-depth understanding of GAIN Capital's business objectives and bottom line. Mr. Capalbo added, "In addition to providing first-rate hires, TAPFIN's recruiting methods allowed our managers to concentrate on running the business and increased productivity throughout the office."

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—TOM CAPALBO, HIRING MANAGER

## ABOUT TAPFIN

- > First to offer an integrated solution for acquisition, management and optimization of human capital and contracted services
- > Customized services to meet the unique needs of clients in industries ranging from technology and financial services, to life sciences and telecommunications
- > One of the largest, most financially stable providers of resource management services in the industry
- > A history of process and technology innovation since the inception of resource management process outsourcing
- > The only provider to have achieved ISO 9001:2008 quality management system certification
- > Publicly-traded parent company (NASDAQ: CITP)
- > Billions in managed spend under contract
- > Over 65 programs active today
- > 16 Fortune 500 programs
- > Over 4,100 supplier contracts negotiated

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