

## Client case study: **FedEx**

### Background

FedEx engaged with Robert Walters technology recruitment to recruit a SOC analyst team as part of their new security estate, as a result of Robert Walters' specialist team's reputation for highly skilled technology recruitment.



FedEx were building a new security estate to partner with global security operations and had appointed a senior management team they needed to build it with security operations centre analysts (SOC Analysts). Roles that were needed were across Level 2 and Level 2 SOC Analysts with strong working knowledge across Splunk,

Cyber Defences and the Cyber Kill Chain. FedEx were victims of WannaCry and in return have been investing heavily into security infrastructure and needed specialist staff to avoid similar hacks and fines and urgently needed a total of 7 hires.

### Approach

Robert Walters networked with the MD of Security at an InfoSec roundtable who introduced them to the management team hiring for the roles and met with Keith O'Connor who gave a full brief of FedEx's requirements.

FedEx were already engaged with a competitor but they were struggling since November 2017 to hire due to the competitor's lack of understanding of the skill set required for such a specialist set of roles and of the local security market.

### Solution

The Robert Walters specialist technology recruitment team targeted professionals through market mapping, one of our unique propositions, as well as targeted headhunting to find the right candidates with the right skillset and who were the right fit for FedEx. Robert Walters also created a bespoke referrals campaign to encourage our large network to refer talent who would be the perfect fit for these roles

### Results

Delivering a fast and effective solution resulted in a 100% fill rate - all seven roles were filled over the course of 2 months. Further roles for FedEx came through within Senior Security Operations and other management teams across Technical Project Managers, making Robert Walters the chosen and trusted recruitment partner for FedEx.

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“FedEx engaged with Robert Walters to help assist with recruiting specialized resource for a newly built UK Cyber Command Centre. I have found the experience to be much more collaborative than other agencies. Robert Walters' initial engagement and information gathering process enabled their search to be much more selective and specific to our requirements, resulting in the quality of candidates being to a very high standard and an extremely good match.

Robert Walters took the time to understand our internal business processes regarding interviewing, the offering process and onboarding process. All the way through, there was just the right level of engagement and assistance to drive things through to a successful timely resolution. I have found the Robert Walters approach to be much better than other agencies I have used. The team have been extremely professional all the way through the process. The level of engagement for me has been key. Robert Walters use their time wisely therefore minimizing the time and impact to the customer.

I am now entering a second phase of recruitment and again will be engaging Robert Walters to assist and provide appropriate candidates. This time round the roles are even more specialized and the team have put forward ideas to focus the search to get the right resource and skills for the role.”

- Keith O'Connor, Information Security Solutions Architect, FedEx Express Europe Inc.R