

CSC Smart Travel Solutions Practice Innovative, Progressive, Successful

The key to launching a world class consulting practice is netting individuals who not only have the required skills and experiences, but also the character and courage to really make a difference in whichever sector they operate.

Too often the “technical skills” are the sole factor on which consulting teams are put together. But almost without exception, industry today needs more than technical know how. It needs more than a mechanistic view of processes, technology and people.

In short, real transformation, real industry, (r)evolution comes from courageous individuals, who have a belief in and, about the future. Individuals who can engage others to think beyond the linear patterns that are so often mistaken for “creative” and “innovative” thinking. The old adage of “I think, therefore I am” no longer holds any significance for business – thinking is a given in today’s marketplace. The adage for today is not just to think, but to think differently, to see differently, and to be different.

It was this philosophy that was communicated to Hunter Search & Selection mid-way through 1998 by Computer Sciences Corporation (CSC). The \$8.9 billion company provides business solutions to a list of global blue chip clients, has itself recorded astonishing growth by following its own advice. Since 1992 CSC has grown its European operations by 1,600% - a phenomenal pace that has made it Europe’s fastest growing IT and professional services business. Not content with an increase of 1,600%, CSC wanted to expand its presence even further within certain industries. One area targeted for such expansion was its Travel & Transportation practice.

With client relationships already covering most of the globe, the Travel & Transportation practice was already operating to capacity. However, with the requirements of change within this sector being so demanding, industry leaders were anxious to ensure corporate vitality. Accordingly, the practice needed to increase in size, whilst enhancing its intellectual vigour. Courageous individuals with engaging characteristics were required to champion the necessary industry changes. But of equal importance, the additional members of the team would need to be appropriate for the already existing group dynamics and corporate culture. Hunter Search & Selection were briefed, and the process of enlarging the practice began.

Utilising a number of tools and techniques, Hunter Search & Selection began identifying potential individuals. The search process was not limited to the mainstream and obvious sources of potential candidates. Nor did the search recognise geographical boundaries with a number of overseas individuals being short-listed. With constant communication and updates, Hunter Search & Selection and CSC were able to conduct a first round of candidate interviews in record time.

Inviting the potential candidates to attend an all day CSC internal meeting followed the interviews. For the purpose of the meeting the candidates were asked to participate as if they were already part of the CSC organisation. In essence, they were allowed to live a day in the life of CSC and the Travel & Transportation practice. They were allowed to experience, firsthand, the way in which the organisation thinks, the manner in which it works, and the culture it lives by. The final part of the recruitment exercise was to comprehensively de-brief all parties involved.

By the autumn 1998 Hunter Search & Selection had placed two candidates within the practice. Today, the appointments of Alan Gregory, a pioneer of the new digital frontier within the travel industry, and Simon Nowroz, an innovative travel strategist, ensure CSC’s capabilities can now be offered to a wider client audience.

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