



STARLING

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# STARLING SERVICES PTY. LTD.

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AN INTRODUCTION

[www.starlingservices.com.au](http://www.starlingservices.com.au)

## ABOUT US

With a vision to create the ultimate staffing, payroll and facility management system for our client partners, Starling services marks its footprint in the Australian Market. We are a one stop solution for all your manpower needs. Established to deliver innovative techniques, efficient and quality services to HR requirements in all major industries, our endeavour is to achieve great results in a quick, non-obtrusive and cost-effective manner.

Our team comprises of generalists and specialists who cover all the spectrums of HR disciplines and act as an extended part of the client's team to enable a cohesive environment for achieving goals. With the ever-changing market and its diverse requirements, we constantly adapt to ensure success together. We value the thoughts, opinions, and background of our team along with having a strong commitment towards our clients.

# OUR VALUES



## INNOVATION

Committed to deliver the best in our every relationship



## DEDICATION

Implementing innovative ideas for the growth and success of our company along with our partners and customers



## RESPONSIBILITY

Accountability for results, transparency, dignity and reverence

# PILLARS THAT HOLD US TOGETHER

## 01 VISION

To be a ground-breaking, one of its kind recruitment and management company, devoting itself to the happiness of its clients, candidates and team members. We envision establishing Starling services as the premier purveyor of best resource management service in Australia while maintaining uncompromising principles and values.

## 02 MISSION

To be the most trusted brand in outsourced recruitment management within the HR industry. To provide compelling, quality, speedy, and cost-saving solutions that maximize financial returns for our partners by boosting productivity, perking up efficiency, delivering excellence and helping them manage bottom-lines.

# KEY CHALLENGES

Limited  
Sources  
of Data

Rushed  
Process

Huge Cost

Poor Skill  
Match

Manual  
Process

Meagre  
Employer  
Branding

# SOLUTIONS @ STARLING



EFFICIENT USE OF TECHNOLOGY



SOURCE OF AUTHENTIC DATA



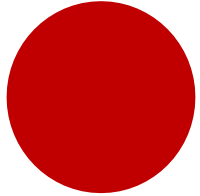
EXPERIENCED SUPPORT TEAM



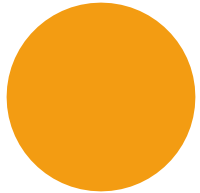
ORGANISED PROCESS



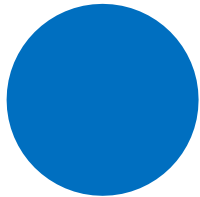
# WHY US?



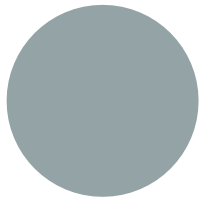
Efficient Delivery Model



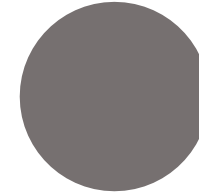
Process Driven Output



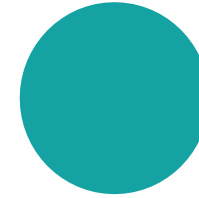
Technology Driven Process



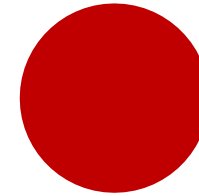
Surgical Accuracy



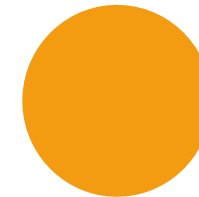
Strict Compliance Adherence



Cost Efficient Solutions



Coordinated operations



One Stop for Various Business Services

# OUR PROPOSITION

## 01 RECRUITMENT

- Team of Specialists
- Strict adherence to pre-defined Service Level Agreement & Turn Around Time
- Expertise in handling bulk assignments in stipulated time

## 02 OPERATION

- Account management with strong backend support
- Technology driven flawless process
- Smooth on-boarding, detailed induction & Strong grievance handling mechanism

## 03 COMPLIANCE

- Strong legal & compliance team, strong internal audit framework at regular intervals
- All necessary compliance 100% adherence



# KEY HIGHLIGHTS OF OVERALL DELIVERY MODEL

Flexibility and innovation are given utmost priority in every service we deliver. Every organization is unique and we understand that they may have different needs. Our delivery model ensures that the employment need is satisfied.

1

Dedicated and qualified team to handle a professional process of systematic research and analysis.

2

A vast source of authentic data which can give autonomy to choose targeted resource so that good candidates are not shut out.

3

A well designed, accurate, intelligent and robust system To run the operation with surgical accuracy.

4

A pragmatic process which can balance speed, cost and quality of service.

5

A system to articulate everything about the candidate and the client in a structured and meaningful form of data.

# OUR APPROACH

## KNOW

- Discover Process
- Expectations Meeting
- Current State Management
- Work force plan



## SERVE

- Standardize processes
- Risk Mitigation & Compliance
- Quality Control & improvement
- Quarterly Reviews

## TRUST

- Cost Saving Programs
- Contingent workforce optimization

# OUR SERVICES

## STAFFING

Over the years staffing solutions have evolved as an efficient means to satisfy business needs effectively, especially considering the ever changing market landscape. We understand the client's need and offer cost effective and scalable staffing solutions to help manage their manpower without disturbing the existing business processes.

## RECRUITMENT

Permanent or Contractual hiring can be time consuming and costly, especially without an effective process that understands the job dynamics. Merlin helps organizations across all stages meet their needs, from search to skill matching, selection, induction and interview co-ordination, we offer everything under one roof.

## COMPLIANCE

We offer specialized compliance services to counter complexity of regulations, continuing shortage of talent and risks associated with failing to meet the demands. Our dedicated and highly experienced specialists ensures a hassle free process while maintaining supreme quality and integrity of our service.

# STAFFING MODEL

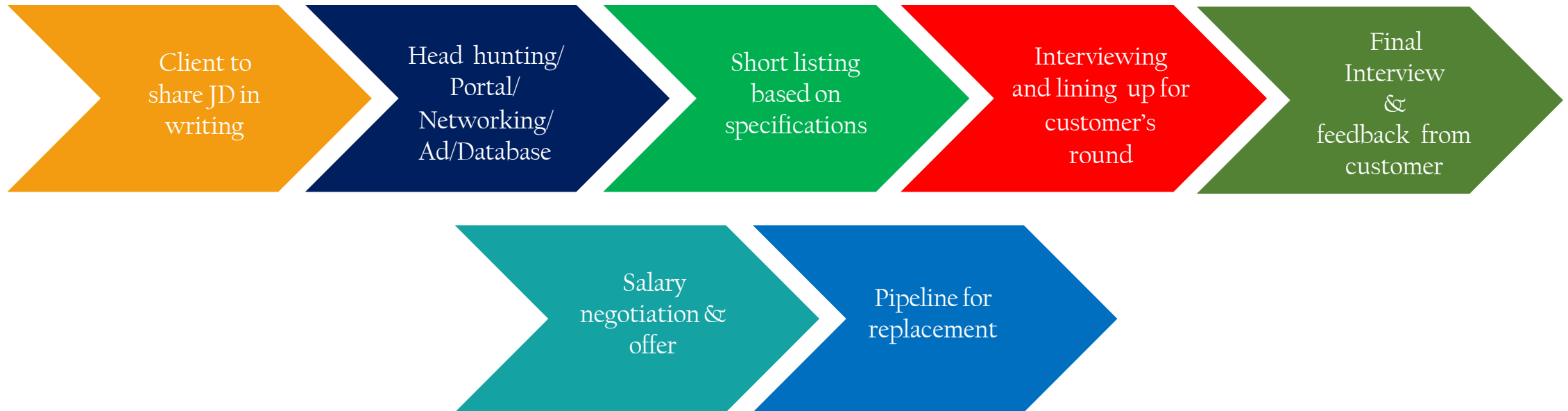


## RECRUITMENT PROCESS FLOW

- Addresses need for just-in-time workforce
- Professional handling of processes like recruitment, payroll, statutory and benefits administration by our team of consultants
- Successful combination of Recruitment, Payroll Processing and In-house Team
- Established processes capable of managing Pan-India assignments

# RECRUITMENT PROCESS

## Recruitment Process Flow



## Return on Investment

- Predefined TAT for fresh recruitment & replacement
  - Right fitment for right position
  - Lesser drop outs & attrition, better productivity
  - Constant work-instant reaction
- Dedicated resource-feedback sharing at regular intervals

# INDUCTION & TRAINING

On Boarding

01.

Appointment Letter - Contract Signing, Employees Receive Joining Kit & Statutory Forms, Code of Conduct NDA if applicable

Project Specific Training

03.

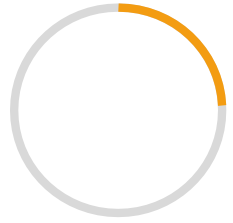
Formal training- Client Specific Product Training, General Training, Performance management, Corrective actions

Induction

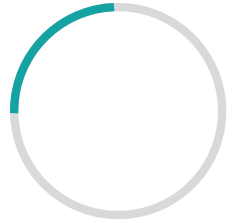
02.

About Starling and Client, about the role and responsibilities, about reporting formats, about the performance management system, information on salary and expense, receive information on compliance

# RISK MANAGEMENT MODEL



25%  
Compliance Risk



25%  
Process Risk



25%  
Business Risk



25%  
Information Risk

We have created various Risk Management Models in the interest of our clients to let them focus on function and operation without worrying about administration

## COMPLIANCE RISK MANAGEMENT

- Embedded all labor & taxation laws in standard process
- Update ourselves constantly on amendments
- Risk Management Process

## INFORMATION RISK MANAGEMENT

- Secure Technology
- Disaster Recovery Site & Process
- Strong Backup & Restoration process
- IT Security Policy
- Non-Disclosure Agreements

## BUSINESS RISK MANAGEMENT

- Business Continuity Plan
- People Attrition Management
- Code of Conduct
- Strong Legal Team
- Safe Employee Contracts
- Insurances against Indemnities
- Hygiene Policies

## PROCESS RISK MANAGEMENT

- Contingencies on every service delivery team
- Cross-Functional Trainings
- Strong Back-end controls to maintain standardisation
- Process Audits



## Contact Us



STARLING  
SERVICES



Have any questions?  
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