

# scaling digital assessments

Coforge Ltd. conducts large-scale online assessments with Mercer | Mettl's solution.



welcome to brighter

# About the company



## Set up in 1981

Coforge Ltd. is a leading Skills and Talent Development Corporation that builds a workforce pool for global industry requirements.

It ranks among the world's leading training companies owing to its comprehensive array of talent development programs. Coforge Ltd. has a footprint in over 30 countries and offers training and development solutions to individuals, enterprises and institutions. It has been named among the 'Top 20 Training Outsourcing Companies' for the past twelve consecutive years by Training Industry, Inc., The USA.

Coforge Ltd. has been recently recognized as the

**'Best education company  
to work with'**

at the Indian Education Congress &  
Awards 2020.



# Identifying challenges & business requirements

Coforge Ltd.'s training solutions impact five million learners every year by redressing the demand-supply gap in the skilled personnel domain. It is also continually helping other countries build highly competitive global IT talent. However, fulfilling this global aspiration required expert support, with a demonstrated ability, essential knowledge and skills. A traditional assessment process was not going to complement an increasing number of new IT roles for which they were hiring across sectors. This mandated gaining a unique edge by expeditiously onboarding world-class technical employees to maintain its competitive advantage.

Coforge Ltd. wanted to ascertain candidates' aptitude, skills and expertise levels for comprehensive insights into their role fitment and the ability to assimilate into the organizational culture.

This mandated entering a new tech hiring phase



## Challenges:

The transition to a smooth and automated hiring process had numerous bottlenecks. There were notable challenges to overcome because of:

- The absence of a dynamic online assessment platform to simplify and scale its assessment and hiring process to make informed decisions
- The unavailability of quality assessments to comprehensively assess coders' aptitude and skills - evaluating such skills helped determine their role fitment
- Restricted access to a diverse set of assessment questions to meet Coforge Ltd.'s criteria of varied job roles of all complexities within their organizational hierarchy - the company needed to keep up with its continual hiring demand
- Limited facilitation for creating customized assessments that complied with Coforge Ltd.'s validation criteria
- The unavailability of time-sensitive software to enhance the quality and reduce its overall time-to-hire
- The lack of proctoring software with anti-cheating features to supervise candidates and mitigate any unwarranted behavior in real-time, vital to maintaining the integrity of the recruitment process
- Inefficient evidence-based analysis that offered detailed automated reports to understand the candidate's potential and performance



# Solutions

Mercer | Mettl's team comprehended Coforge Ltd.'s need to maintain its recruitment pipeline quality while continuing its discovery of top-tier programming talent. The organization also wanted to switch its recruitment process while reducing hiring efforts.



**Mercer | Mettl understood the need to provide an integrated, all-inclusive solution, meeting Coforge Ltd.'s dynamic business environment.**

Our team suggested the best-in-class [digital assessments](#) to transform Coforge Ltd.'s hiring infrastructure. The team was confident that Coforge Ltd.'s shift to this insightful candidate assessment approach would address its hiring managers' pain-points, also exceeding set expectations.

## Digital assessments:

Mercer | Mettl's digital assessments offered an [unmatched array of cognitive and technical questions](#) that evaluated potential candidates and provided a [comprehensive summary of their knowledge and fitment](#). While cognitive assessments assessed the workforce's requisite aptitude to achieve excellence, aligned with business goals, technical assessments helped measure the right skills with in-depth functional knowledge. The combination test predicted job performance and validated technical expertise through a series of complex questions.



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## Mercer| Mettl provided Coforge Ltd. with the following effective

- **Access to diverse question types:**

The Digital Assessment Platform offered Coforge Ltd. an extensive programming test library, replete with **100,000+ technical questions for 300+ skills**. This offered Coforge Ltd. the advantage to gauge the candidates' technical core and cognitive reasoning from every dimension. It could also perceive the candidates' higher and future levels of thinking across domains.

- **Supporting customized question types:**

Coforge Ltd. was offered exhaustive coverage of topics and skills from which to choose. It could opt for a tailor-made test from Mercer | Mettl's extensive test library or **custom-make its pre-employment tests** by adding its MCQs based on the role or level requirement. These tests were also accorded with different levels of complexity to hire for a diverse ecosystem.

- **Live proctoring:**

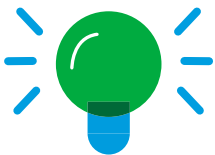
Coforge Ltd. could employ live proctoring and view all the candidates simultaneously on its screens in **real-time**. The offline availability of recorded proctoring sessions was beneficial for future references.

- **AI-powered, anti-cheating solution:**

Mercer | Mettl's state-of-the-art AI algorithm, trained with more than **2.8 million proctored assessments**, detected up to 18 dynamic digressions with over 95% accuracy. It identified additional, unauthorized faces in the test environment, raised red flags on detecting objects such as smartphones and distracted candidates' eye movement.

- **Analytical reports:**

Coforge Ltd. received actionable and **accurate data** on a candidate's comprehensive fit for a required position based on its specific reporting needs. Coforge Ltd. used the data to **reject innumerable unsuitable candidates** with insufficient knowledge or job aptitude.



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“Mercer | Mettl's solutions brought various unprecedented insights into our technical hiring process. It was complemented by reduced friction and enhanced ease and agility. With one of the most advanced and extensive lists of questions and world-class customer service, there were no concerns about performance, scale and security during our acquisition streak.”

### **Shirish Awasthi**

Talent Acquisition, Coforge Ltd.

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# Impact

- Coforge Ltd. could automate and streamline its lateral hiring process
- It witnessed notable reduction in resource wastage, such as time, finances and effort
- The quality of Coforge Ltd.'s coders improved tremendously, and it could hire top tech talent faster than most competitors
- The assessments filtered out low-performers while highlighting good performers with high accuracy, also offering Coforge Ltd. a deeper understanding of the candidates' quality
- Reliable validations enabled Coforge Ltd. to leverage assessments for almost all its future lateral hiring drives
- The assessment validation reduced the hiring managers' manual and cumbersome effort in recruiting potential candidates
- Coforge Ltd. has been able to build fluid teams that cater to continually evolving business roles and requirements

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# About us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

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