



How CXC optimised Medtronic's recruitment and contractor management for niche technical roles

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Medtronic Hiring Manager

At a glance

Challenge

Medtronic, lacking a UK-specific recruitment provider and needing niche roles filled, required dedicated sourcing specialists with sector-specific market knowledge.

Solution

CXC met Medtronic's needs by offering direct sourcing services with a specialist, conducting market research for competitive pay rates, and managing the recruitment and onboarding process, including contractor care and compliance.

Results

CXC's talent sourcing team effectively captured role requirements and business culture, quickly providing and onboarding suitable candidates within two weeks, which strengthened our partnership and created future opportunities.

Company

Medtronic

Medtronic is a global company with operations in over 150 countries. They specialise in developing and manufacturing medical technology that supports professionals with the treatment of over 70 health conditions. They also provide AI for training purposes to surgeons and medical staff around the world.

- **Industry**
Medical device company
- **Company size**
95k employees
- **Headquarters**
Dublin, Ireland (legal)
Minneapolis, Minnesota, U.S. (operational)
- **Founding year**
1949

Challenge

Since 2022, CXC has been providing Medtronic with contingent contractor management services, including onboarding and payroll. Medtronic faced significant challenges in finding suitable contractors due to the lack of a UK-aligned recruitment provider, which impacted their ability to source talent effectively. They struggled particularly with filling niche roles such as VFX directors, mobile testers, and software engineers, requiring specialized sourcing due to the unique market demands and technical skills needed.

Given our established relationship and expertise, Medtronic approached us for assistance in addressing these recruitment challenges and streamlining their process to find the right candidates.

Solution

To address Medtronic's needs, CXC offered our direct sourcing services with a dedicated specialist to work closely with hiring managers for a top-tier recruitment experience. After an initial intake call, we conducted market research to establish competitive pay rates, helping Medtronic attract the right talent. Our proven recruitment process included advertising on multiple job boards, screening candidates, and managing interviews according to the hiring manager's preferences.



Our sourcing team handled all recruitment activities and engaged contractors promptly upon verbal acceptance. A dedicated client services manager oversaw the complete onboarding process, ensuring candidates were well-supported throughout their assignments using CXC's comprehensive workforce management model, involving:

- € Engagement and payment of contractors.
- 📅 Timesheet and expenses management.
- ⚙️ Invoice processing.
- 🛡️ Accountability for payroll compliance.
- 💛 Contractor care during the worker's assignment.
- ↺️ Payroll, onboarding and offboarding.
- 📄 Early terminations and performance management.
- 👤 A close partnership, ensuring we had a close relationship with hiring managers and key decision makers.

Results

The CXC talent sourcing team collaborated closely with Medtronic, conducting thorough intake calls to fully understand role requirements and company culture. We established clear expectations and timelines for the recruitment process, including CV submissions, interview stages, and start dates.

Leveraging our advanced systems and tools, we quickly identified and presented suitable candidates with various technical skills. We delivered multiple CVs within three days, arranged interviews within 24 hours, and onboarded successful candidates within two weeks of the initial interview.

This detailed approach and client cooperation led to a highly effective recruitment process with high conversion rates and quality hires. Our successful delivery of these services has strengthened our partnership with Medtronic and created additional opportunities for CXC to support future needs.



Medtronic Hiring Manager

"I have been impressed with CXC... They swiftly rustled up 5 solid candidates within a day of being briefed and have exhibited exemplary communication and collaboration throughout. Crucially, we found and have onboarded the team member in two weeks. Very happy with the service, I only wish I knew about them earlier!"

What's the next step for you?

Ready to optimise your recruitment process and secure top talent swiftly? Contact us today to see how CXC can deliver tailored recruitment solutions and enhance your hiring strategy.