



caspian:one

NORTH
AMERICA

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AT CASPIAN ONE IT'S OUR PEOPLE THAT DEFINE US.

Our recruitment consultants, who cultivate relationships built on integrity and human experience. Who are capable of tackling and overcoming even the most complex hiring challenges; dedicating time to study and comprehend their specific subject areas, communities and technological markets. They value accuracy, solve problems efficiently, employ thorough process and vitally - adapt to the ever-changing needs of our clients.

Yet, when we say 'our people define us' - we mean more than just our consultants. This statement also incorporates our Senior Leadership, working on the ground-floor to direct business engagements, sharing multiple decades of real-world industry knowledge and insight. It includes our Finance Team, Operations Management, Project Hub, Marketing, Internal Training and many others supporting from behind the scene.

Then there are our trusted partners. Client contacts, credible freelancers, industry veterans, subject matter experts (SMEs), influential C-Suite professionals... all passionate and evidently successful people with shared interests and unique perspectives - collaborating with Caspian One as part of our greater 'experts ecosystem'.

This document explores our work in North America - or more accurately, Toronto and Montreal. It details our path to Canada, the services we offer, how we're assisting clients in each location (from start-ups to the Big Five Banks), and the processes, practices and values behind why companies choose Caspian One.

Prefer to discuss this information with our team? Email canada@caspianone.com or call +1 (416) 900 1284.



Our work
IN
NORTH
AMERICA

A LOOK AT OUR PATH INTO & ACROSS CANADA

Caspian One has a long history of securing technical skills for clients across the global financial markets. In 2010 an established client of ours, RBC UK, highlighted certain challenges concerning their HQ expansion in Toronto. As a result of recommendations provided by Managers and Directors in RBC with whom we'd nurtured relationships, Caspian One was invited to source the Capital Markets talent required at the time.

This engagement was successful and by the end of 2010, Caspian One had established a new team - solely focused on the North American FinTech market. We continued to work with RBC in Toronto and, in the years to follow, became embedded within the 'Big Five' banks; meeting their technology-led hiring needs, often taking on the tougher job's others avoid.

As our presence and reputation in Toronto grew another client, Morgan Stanley, requested our assistance in relocating to Montreal. They were in the process of establishing a new Technology Centre and had selected Montreal as a desirable location given the advantageous cost savings available (tax, real estate costs, etc...).

When we started with Morgan Stanley Montreal, they had a team of just over 200 employees. Now, that figure is closer to 1500, with many of these skilled people sourced and placed by Caspian One.

Today, while we still operate in Toronto and Montreal's FinTech market - we're also pursuing cutting-edge and emerging technologies, extending our services to IT, software companies and startups where the focus is typically more product-development led. This has diversified the variety of role types we work; usually resulting in the creation of entire teams, not just individual hires.

The Caspian One business model in North America has also evolved in the last decade. Where previously we were predominantly known for our contract and permanent staffing solutions - today we also deliver executive search, advisory and managed consultancy capabilities, alongside services designed for changing regulations, relocating to Canada, and the global movement towards Open API standards (Open Banking).

NORTH AMERICA 2021 - LATEST


We can't talk about 2021 without first addressing Coronavirus. As a company, we've been fortunate to continue operating with minimal hardship throughout this period of global disruption.

In March 2020, we activated our business continuity plans and facilitated remote working practices for all global employees. Cloud-based access to all our software and critical systems, robust infrastructure, consistent communication plus a supportive culture and management team - has resulted in zero downtime and a 'business as usual' status.

To continue meeting the needs of our clients and network contacts alike, we've also integrated 'from home' procedures and communication techniques, including video contact with Hiring Managers and candidates, guidance sessions on virtual interviewing and resources for remote onboarding.

Looking at Toronto, initially the pandemic caused many companies to lockdown their budgets and approval processes, while also freezing projects and other hiring activities.

What we're seeing now is the big businesses (HOOPP, Scotia, CIBC, TD) planning to filter people back from late 2020/early 2021. This will be focused on crucial risk personnel, the traders themselves and people involved with infrastructure.



In Montreal, the companies we work with have remained largely unaffected by Coronavirus, in-part due to an increased demand for products they develop - such as those involved in cashless transactions.

For example, some companies we're working with provide security in the software industry for businesses migrating to work from home (WFH), including e-signature and authentication tools. Another client has a SaaS product for conducting board meetings and educational classes online.

Managers we've spoken to were initially concerned about productivity going into lockdown, but after a few weeks this flipped to worries about wellbeing; how to stop burnout, keep morale high and retain a cohesive team?

What we've seen are development teams over-performing in this period, delivering ahead of schedule and working more productively - leading many clients to now review possible options for more flexible work environments, post-Coronavirus.

Money is again being spent and budgets are becoming available, although more approval processes are now being included - commonly three or four extra stages at VP/C-Suite level.

Virtual working, interviewing and onboarding are quickly becoming normal for all parties involved and companies are now more accepting and comfortable with the hiring changes.

It's looking unlikely that our UK team will have their feet on Canadian soil any time soon. However, through video technology and colleagues on the ground in Toronto, we are ensuring relationships with clients and communities remain strong.



IN TORONTO



Historically, our work in Toronto has leaned towards Capital Markets, FinTechs, Pension Plans and Banking clients.

Today, we continue to operate in these spaces but are also widening our client base to include Payments and Insurance companies - along with new digital transformation incubators.

The tech community in Toronto is very close, everyone knows everyone - so reputation and referrals are vital. People here are passionate about technology... and whilst salaries can be important, they are often driven more to explore the 'coolest' emerging tech and projects that will help resumes be competitive.

Examples like RBC Ventures, Scotiabank's Digital Factories and CIBC Live Labs demonstrate how banks are adapting to drive forward new innovations, compete for the best talent and remain competitive in the market. We are enabling this tech revolution.

LAST FIVE YEARS

4:1

INTERVIEW TO
PLACEMENT RATIO

Data relates to
completed placements
- Aug 2015/2020

652 CVs =
395 interviews
(1st-final) =
113 placements

6:4

CV TO INTERVIEW
RATIO

35:65

Perm:Contract %

*This data verifies and emphasises the level of quality, specialism and attention to detail actioned by our recruitment consultants, when sourcing 'fit for purpose' candidates and skills for clients in Toronto.

IN MONTREAL

X20media
A STRATACACHE COMPANY

Morgan Stanley

BMO **BARCO**

OneSpan **GUAVUS**
a Thales company

PAVILION
Global Markets

stradigi AI

TANGERINE
SOFTWARE
MAKING BUSINESSES BETTER

What makes Montreal unique is the diversity of its tech communities, companies, projects, and role types.

From digital signage and security products, to educational tools, ePOS, AI/ML and FinTech solutions - our Montreal clients are building exciting products with the latest emerging technologies.

Typically in Montreal, we're creating teams rather than locating just one person. For example, a single product may require UI skills, Back-End Developers, DevOps, product owners, QA/Testing, etc... Essentially, people to fill every pair of shoes for product development.

People in Montreal are of a different calibre. They work with ridiculously new tech, chase exciting projects and are hungry to innovate. This is mirrored by clients, who rate education backgrounds and motivations higher than previous experience.



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OUR PEOPLE

Caspian One's North American division is led by Manager, Danielle Gray - under the guidance of company Director and Chief Operations Officer (COO), Dominic Bennett. Danielle joined us as a consultant in 2012. Through her hard work and achievements with key clients she had established herself as Team Lead by 2016... and Division Manager 12 months later. Director, Dominic Bennett, is a highly accomplished business executive with close to 30 years recruitment experience at Director-level; credited with co-founding award-winning staffing firm, G4S Policing Solutions.



Joining Dom and Danielle is Manager, Paul Samuels. Working across back office, operations, risk and regulatory environments, Paul is responsible for our most established key accounts - along with business development at new clientele and mentorship for our team of consultants.

Paul's focus on Canada's financial markets see's him building the careers of BAs, PMs, VPs, Directors, C-Suite members and more; managing complex, time-critical demands for Investment Banks and Pension Plans - through to FinTech's and Start ups.

Example priorities include digital transformation, risk and regulatory initiatives, data analytics and C++ development projects. These include MiFID, FRTB, CDIC and Basel II/III regulatory change, or risk initiatives within CMRM: market risk, treasury, liquidity risk and CCR.

Read more about Paul at:

careers.caspianone.com/paul-samuels-story

Based out of Toronto, James Bell is the leader of our Executive Search service in North America. Originally a Fixed Income trader, James has used his market knowledge and industry experience as the foundation for developing his executive search practices. For more than 20 years, James has helped build teams for financial service companies, acting as a trusted advisor to CEO's, Executive Committees and Boards around the globe.

Read more about our Executive Search capabilities at execsearch.caspianone.com



Dominic Thornton and Jack Braeman each joined Caspian One's North American division in the past two years. Working across Toronto and Montreal, these consultants have dedicated themselves to becoming valued and reputable resources, for both existing and new clients.

In Montreal, Dominic and Jack are focused on Java, Front-End and Full-Stack development skills; both at intermediate and senior levels.



In the last six months (at time of writing, August 2020) we've also been joined by consultants Joseph Paynter and William Brown. Will has taken responsibility for supporting our Java Developer communities in Toronto, whereas Joe is focused on our clients UI/UX staffing requirements.

Alongside those mentioned you have the remainder of Caspian One. Co-Founders, Marcus Graziano and Lee Bennett. Finance Director, Nicole Thompson. Consultancy Director, Mike Elson. Finance, Marketing, Training, Technology - and many more... all working in collaboration to overcome the challenges faced by our clients and candidates.

PROCESSES

APPROACH & SERVICES

At first look, our processes share many similarities with other firms. We find a need, explore requirements, source suitable capability and ensure client deliverables are met. Where we differ is in our approach, insights, and range of services.

The relationship we have with our clients are strengthened by our consultative approach. They are built on a detailed understanding of that businesses journey, both in the short and long-term. They are nurtured through consistent communication, recognised successes and the knowledge that we will take on and overcome even the toughest people resourcing challenges.

A diverse selection of services then enable us to tailor client engagements... whether consultants are helping a FinTech relocate to Toronto, sourcing an entire product development team for a tech company in Montreal, finding people with the latest cutting-edge skills for the 'Big Five' - or simply ensuring a project has the people needed to achieve desired outcomes.

We believe that our core differentiators include specialist market knowledge, advanced levels of shared in-house experience and the professionalism our consultants operate with; in conjunction with a mature partner network and deep roots in Canada's tech communities. This is reflected in our company values:

We are Specialists. We are Professionals. We are a Team.

OUR DIVERSE PORTFOLIO OF SERVICES INCLUDES:

- **Specialist Staffing** - contingent delivery of permanent and/or contract capabilities with niche tech-skill sets.
- **Executive Search** - sophisticated dedicated service for C-Suite/Board-level hiring; when utmost discretion, speed, accuracy and trust is required.
- **Consultancy** - advisory and guidance service. Access to market, relocation to Canada, regulations and future talent.
- **Managed Service** - Projects with defined outcomes which we deliver, to a determined timescale, price and outcome.
- **Open Banking / Open API** 'in a box' products and services.

EXECUTIVE SEARCH



A strategic methodology for overcoming technically complex, senior and business-critical hiring demands - when utmost discretion, accuracy, speed and respect for company culture is vital.

Executive Search is a sophisticated dedicated service, vastly different from traditional recruitment; explicitly tailored to each client as-to ensure they can discreetly access high profile professionals, operating at C-Suite and Board level.

Beyond any approach differentiators such as the advanced ways we profile people, market intelligence or even the soft skills we utilise in each search - it's the trust and faith decision makers award us that enables our shared successes. Ultimately, credibility and confidentiality are key. Learn more at execsearch.caspianone.com or contact james.bell@caspianone.com / +1 416 803 0313.

OPEN BANKING



Open Banking is a new ecosystem designed for the secure sharing of financial data through a single Open API; granting consumers more financial controls, greater choice and smarter, data-tailored products. The Canadian Government began their review into Open Banking in 2018, reaching its 2nd stage in 2020 (delayed by COVID-19).

Caspian One have been at the frontline of Open Banking internationally, since 2017, having secured partnerships with leading global experts; the best of the best. We have both the tools and experienced staff required to support clients with any initiative relating to Open Banking - including consultative services and 'Open Banking in a Box' - a product that provides everything needed to build a successful OB business.

Learn more at openbanking.caspianone.com or contact openbanking@caspianone.com / +44 (0) 203 691 9200

PARTNERED CAPABILITIES

Designed to facilitate outcome-based project work. Offering a flexible, dynamic alternative to traditional sourcing; for global businesses across FinTech and emerging technologies.

Frustrated with a dependency on outdated sourcing methods, our clients called upon us to provide a more versatile and adaptive model for accessing people. One that would dynamically expand and contract in line with short or long-term business requirements; providing the credible expertise they want, as-and-when needed - in a way that protects them from existing and emerging commercial challenges.

We have been working in partnership with our communities to better understand their challenges and design a faster, more flexible, and cost effective approach to delivering project outcomes.

The result, *Caspian Partnered Capabilities*.

Via this outcome-led approach, consultants (working with our partners), are able to help shape and mould projects for clients, scoped to individual, project-by-project demands. Capturing the requirements, structuring the results... and delivering the outcomes.

This consultancy model provides five services in one:

- CPC enables you to find the right people, at the right time - plugging them into project as-and-when required.
- CPC provide the flexibility to make quick changes and adjust your resource plan as the project progresses.
- CPC allows you to understand what your resources are doing at any one time, reported via our Project Hub.
- CPC assists companies with the complex challenges surrounding changing regulations globally.
- CPC empowers the deliver of projects - to budget and on time.

More information is available at projects.caspianone.com or alternatively, contact projects@caspianone.com / +44 (0) 203 691 9168

Value Proposition:**Lower Margins**

We operate at lower margins than traditional consultancies.

Value Proposition:**Commercial Flexibility**

A blend of resource types across pods and accounts. Senior SMEs on a part-time or retainer basis.

Value Proposition:**Reducing Hiring Costs**

Our run to permanent resources in the pods can be hired into staff at zero commission.

Value Proposition:**Shorten the Skills Augmentation Process**

We leverage our relationships and technology to match skills and need, shortening the process.

Risk Value: Quality

We flex our charges to include delivery linked incentives. We have no bench to clear, ours is virtual.

Risk Value: IP Retention

Ability to blend in resources that will become employees.

Caspian One: Culture

Our people are everything. They exemplify our belief in professionalism and specialisms. We are a family of professionals.

Caspian One: Trust

Decades of proven delivery has built hard-won trust with our partners and clients.

Risk Value:**Transparency**

We operate using SOWs and use our partners to capture the deliverables and outcome expectations for the work, upfront.



RECRUITMENT SPECIALIST STAFFING

Caspian One consultants have the specialist abilities required to meet the complex hiring needs of our clients. Our people are reputed for their capacity to grasp subtle hiring demands; sourcing permanent and contract professionals with just the right niche skills, experience, and characteristics.

For candidates we believe the relationship you have with us should enrich your whole career, not just the immediate future. People are not just a list of skills, degrees and previous experiences on a resume - a fact our consultants both acknowledge and respect.

In regards to contractors, our services extend well beyond securing a new role. We own and manage the aftercare of our contractors, including timesheets via our Cloud portal, taking care of invoicing and payments queries, extensions and their next assignments.

TYPES OF JOB ROLES // EXAMPLES

Developers - .NET, Python, Java, C++, C#, Angular, React, JavaScript, Scala, Full Stack, Quantitative / Business Analysts / DevOps / Technical Leads / Development Managers / DBAs / Architects / Project Managers / Program Managers / Big Data Engineers / QA Testers / Network Engineers / UI/UX / Data Analysts / Test Analysts / Data Scientists / Senior, Director & C-Level / SREs / Scalal / Scrum Master / Agile Coach - and many more.

THE RECRUITMENT WORKFLOW

1. DISCOVER OPPORTUNITIES

Through our insider market insights, new and developed relationships, knowledge of industry movements and referrals.

2. ESTABLISH REQUIREMENTS

With a consultative, detailed and comprehensive qualification process that uncovers technical, professional and cultural needs.

3. SOURCE & SHARE CANDIDATES

People that we've thoroughly pre-qualified on factors beyond just skills on a resume. Pure quality over quantity.

4. SUPPORT THE PROCESS

Working closely with both client and candidate(s) to manage hiring momentum, speed of hire and to ensure accuracy.

5. LONG-TERM PARTNERSHIPS

We don't stop working after clients find their ideal hire. Our people continue to nurture and strengthen relationships, becoming trusted partners.

"Danielle is a dedicated professional with an in depth knowledge of the CM IT and FI job market. Danielle was an integral part of my placement and went above and beyond in keeping communication lines open even with the time difference between Toronto, ON and London, UK. Danielle was great in leveraging her knowledge of the job market to empower candidates. I would recommend Danielle to anyone looking to further their career."

SENIOR BUSINESS ANALYST
LINKEDIN RECOMMENDATION

"Jack stands apart from other recruiters I worked with as having a thoughtful and thorough approach. Jack offered me some useful advice and feedback. I felt more like working with a partner than a headhunter."

SENIOR SOLUTIONS ARCHITECT
LINKEDIN RECOMMENDATION

"It was a great pleasure working with Paul. He is an incredibly hard-working, genuine and attentive recruiter. He put a lot of time and care to help me prepare for the interview process. His experience is really valuable and he made a huge positive impact on my job search progress. I am very thankful for his guidance."

ANALYST, JUNIOR TRADER
LINKEDIN RECOMMENDATION

"I am usually skeptical of recruiters, but Paul is an exception. Paul is by far the best recruiter I have worked with. I really liked his hustle and willingness to land me interviews with various companies. He is a very professional recruiter who likes to get things done as quickly as possible -- I also liked that he is a sports fan and can talk to you about soccer (football)! Within one month of him first contacting me, he has managed to land me several phone interviews as well as on site interviews. I was placed at a very good company thanks to his efforts. I would definitely work with Paul again in the future. By far a specialist in his field."

SYSTEMS DEVELOPER
LINKEDIN RECOMMENDATION

"From day one he has been helpful, honest, impartial and overall made the interview cycle/process so much more rewarding than it has ever been for me.

(I usually find the process quite cumbersome) Somehow, he finds the perfect balance of keeping his client's interests at heart, all while treating you as if you were his own client. If you ever have the opportunity to work with him, you will understand exactly where I'm coming from!."

FRONT-END WEB DEVELOPER
LINKEDIN RECOMMENDATION

"A true professional recruiter. Her dedication and work ethics truly impress me. She kept me in contact on all stages of the interview and patiently answered all my questions. She is energetic and reaches beyond to help candidates. She is very good at identifying talents and understanding candidates. I really enjoyed working with her and would recommend to anyone."

SOFTWARE DEVELOPER
LINKEDIN RECOMMENDATION

POLICY

DIVERSITY & INCLUSION

Gender, ethnicity, sexual orientation, disabilities, socioeconomic backgrounds... however our communities may be aligned, we are committed to providing full inclusivity; whether we're engaging with partners, shaping projects, or delivering outcomes.

We focus purely on an individual's professional and personal qualities - and overall, our commitment to equality in workforces throughout our technology-led industries. We encourage the creation of truly diverse teams, as we believe in the benefits that come from incorporating a wide variety of viewpoints, perspectives and life experiences.

It's quoted that diversity is being invited to the party... but inclusion is being asked to dance.

Caspian One consultants practice unbiased employment approaches that span our entire global operation, and we support workplace equality initiatives such-as the 'Women in Technology' movement. Caspian One's values for diversity and inclusion extend into all of our working practices and are mirrored by all our partners.



OUR PRINCIPLES

We recognise the value of teams that contain people from diverse backgrounds; who are encouraged to introduce fresh perspectives and contribute their personal and professional experiences.

We believe our partners must work in supportive and safe environments – with a responsibility to value and respect each other, regardless of background or status.

Professional conduct is expected to be of the highest standard, to ensure that no-one is harassed, bullied or victimised.

We are fully committed to the elimination of unlawful and unfair discrimination and value the differences that a diverse workforce brings to the organisation.

We will not discriminate because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation. We will not discriminate because of any other irrelevant factor and we will build a culture that values meritocracy, openness, fairness and transparency.

Objectives relating to fair and inclusive practices are included in all employees' performance indicators and do form an integral part of performance reviews throughout the year.





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GET IN TOUCH

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