

Driving 88% Cost Savings for a Global Executive Search and Leadership Consulting Firm



Overview

A globally recognized executive search and leadership consulting firm - one of the “big five” in its industry - operates in over 70 offices across more than 30 countries. With a focus on senior executive recruitment, board services, and leadership advisory, the firm serves multinational enterprises and high-growth organizations across sectors such as healthcare, technology, financial services, consumer goods, and nonprofit.

Despite consistent growth and regular mentions in top-tier media outlets like The Wall Street Journal and Forbes, the firm needed to address escalating back-office costs while improving service delivery scalability.

The Challenge

The client maintained a U.S.-based executive research team of 15 employees located in Chicago, with an annual operating cost of approximately \$4 million. As demand grew, they faced two core challenges:

- 1 High operational costs
- 2 Limited ability to scale volume output to meet demand

The client sought a more cost-effective, scalable solution that would not compromise quality or turnaround time.

The Solution

Partnering with PSG Global Solutions, the client transitioned to an offshore delivery model for executive research. PSG built and trained a dedicated offshore team, equipped with the tools, methodologies, and industry knowledge necessary to meet the client’s high standards.

Key elements of the solution included:

- ✓ Strategic sourcing and onboarding of offshore talent
- ✓ Customized training programs aligned with client-specific research workflows
- ✓ A scalable model with the ability to flex team size based on volume
- ✓ Continuous investment in upskilling and quality assurance



The Outcome

Quantitative Impact

Cost Savings:

Reduced annual spend from \$4,000,000 to \$485,000 - an 88% cost reduction

Team Expansion:

Grew the team from 15 to 20 researchers

Productivity Increase:

Research output volume increased by 430%

Faster Turnaround:

Average processing time dropped from 17 days to 9 days

Qualitative Impact

Client Satisfaction:

Consistent survey scores averaging 4.5+/5 satisfaction

Client Endorsement:

“In case you missed it, the public release of our 2024 Fortune research went out last week. Pleased to share that so far we’ve earned press mentions from outlets such as the WSJ and Forbes. Thank you again for playing an instrumental role in our research!”

Why It Worked

PSG’s success stemmed from its ability to align operational execution with the client’s high standards. Key enablers included:

Rigorous selection and training

Resources were hand-picked and trained on industry tools and proprietary research methodologies

Low turnover and high consistency

The team remains stable and committed, reducing disruption and preserving institutional knowledge

Ongoing investment in upskilling

PSG continuously enhances the team’s capabilities to ensure they stay aligned with the evolving demands of executive research and leadership consulting.

