

# Operational Support

## Operations Manual

Annual updates of the operations manual provide key guidance to owners on all aspects of the Antal system and methodologies. This reference tool aids Owners effectively run their offices.



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Engineering call & clients

21141610 Clients - 2021.XLSX  
88 KB

Hello

Following our calls last week, we have a good few ideas of the structure for the 2021 group calls.

- **Aim** - Share information as effective as possible.
- **Duration** - Each call to be 45 / 60 minutes maximum.
- **Frequency** - Calls held every 2 weeks.

Structure of calls:

- **Monthly country focus:** First call of the month to feature a 3 minute overview from one country on their market – the office will be asked in advance to present.
- **Current clients:** In a round table discussion, each on the call office will be asked to share an update on clients being developing. These are listed in the chat during each call. The data is extracted and added to the excel sheet, shared with all the active participants on the other calls that week. We add to this excel sheet week on week. Email me where you would like to add information to the client as the more details shared the better – fees / retainer / contingency / how the client was obtained etc. Where there is a client of interest listed by another office, please overlap with the office currently working with this client to discuss an introduction / current status as a co-ordinated approach is more professional.
- **Successes with clients:** Each office to share an update on placements made / successes.
- **Sharing opportunities:** Detail where you need help with roles.
- **What is working well / market trends / learning opportunities:** Open sharing of any tips / market trends / good reactions from the market

## WhatsApp and Social Media groups

Regular business communications are shared amongst offices groups via WhatsApp and Social Media.

## Credibility – Case Study from Clients

Access to a library of case studies from offices across different disciplines.

**Case Study: Medical Devices Industry Client – Eastern Europe**

**Outline:**

This client was facing significant issues with their recruitment strategy due to a severe shortage of staff with the key skills needed by the business. Candidates needed a minimum 4 -5 years of experience as Medical Devices professionals (product manager, technical managers, ISO 13482 Certified Medical Devices auditors and medical reviewers with background as surgeons in orthopedy). **Rare skills indeed.**



## Crossed Shared Business – Client database

### Fee Sharing guidelines

Contingency lead referral		Retainer Lead Referral	
Referring Consultant	Delivery Consultant	Referring Consultant	Delivery Consultant
30%	70%	30%	70%

  

Candidate Request		Candidate Referral	
Consultant Requesting Candidate	Consultant Providing Candidate	Consultant Promoting Candidate	Delivery Consultant
50%	50%	25%	75%

Client Company	Office Share	Fee share	Sector	Invoice Country	Position	Location	Discipline	Type
Client Company	Office Share	Fee share	Sector	Invoice Country	marketing	Location	Discipline	Type
ANCA	Italy		B&F	ITALY	JUNIOR MARKETING SPECIALIST	ITALY	B&F	F
	Parkside		Food Manufacturing	UK	Marketing and Packaging Executive	UK	N/A	C
	Russia		N/A	MOSCOW	Marketing Manager	MOSCOW	N/A	C
	Italy		N/A	ITALY	DIGITAL MARKETING MANAGER	ITALY	SLSMKT	F
	Parkside		B&F	UK	Marketing Manager	UK	N/A	C
	Italy		TECH	ITALY	FIELD MARKETING MANAGER	ITALY	IT	R
	Frankfurt		SLSMKT	GERMANY	ONLINE MARKETING & E-COM SPECIALIST	SWITZERLAND	ACC	R
NT COMPANY)	Spain		MANU	SPAIN	MARKETING DIRECTOR	SPAIN	SLSMKT	S
	Germany		FMCG	Austria	e-Commerce Online Marketing Man	Austria	Marketing	R
	France		CHEMICALS	US	Global Marketing Manager	US	SALES	SL

