

Talentful

A Talented Case Study: Civica

How Civica scaled specialist talent amid SaaS transformation

When Civica first met Talentful, they were hiring for the next version of the business.

What started as a traditional tech service delivery model working with local governments, education, and healthcare was metamorphosing into a modern software provider. And since that shift began, the company has poured millions of pounds of investment into R&D to build its products.

But behind the scenes, changing a 20-year-old operating model comes with some huge ramifications for how Civica hires and manages talent. For one, they needed to rebuild the way they hire from within to support scaling a tech product. They also needed almost 200 new technical hires to bring the organization's transformation to life. The biggest problem: some of that talent was really hard to find.

That's where Talentful came in.



Enterprise



Tech & Eng



GovTech / Software

The Challenge

A long list of hires, a short timeline, and a major transformation

When Fiasal joined Civica, the organization had no internal TA engine. The business needed to build recruitment capability from scratch — increasing speed, capability, and agility at the same time as the organization was shifting its entire value proposition.

“We’re a 20+ year company trying to bring ourselves into being a SaaS software house,” Fiasal says. “That has meant looking at our engineering teams, bringing them into a more modern setup, and bringing in the right level of talent to operate in that new world.”

Moving from a delivery model to a product-based one required a restructure — as well as a whole new raft of technical talent as the organization prepared to scale across their priority products.

One of the high-ticket items on the list: Go engineers. In addition to the niche technical demand, Civica’s broader hiring push only added to the pressure.

“Go engineers have always been a tricky one in high demand — there’s not many of them,” Fiasal says. “We had a mandate in terms of hiring about 180 engineering product people over probably a six- to seven-month period, and it was a standing start. So it was [about], what can we do to pull levers quickly? Talentful was one of them.”



Sourcing hidden technical talent beyond the usual channels

From day one, Talentful operated Fiasal knew he needed a tech-forward talent provider who understood the context for transformation and had deep specialist expertise of sourcing niche technical skills.

But most of all, he didn’t want an agency sitting on the outside looking in — he wanted someone who could embed and work alongside the team.

“For me, embedded is a two-way thing,” he explains. “It only works if you as an organization are open to it. You open yourself up as a business and you operate as one team with Talentful. Talentful was someone I thought we could bring in and ramp up very quickly. By embedding them as part of Civica’s team, we got results quicker.”

Talentful supported Civica’s engineering search across senior engineers, engineering managers, and staff software engineers. But with 180 hires to get through, Fiasal needed someone who could act in a strategic advisory capacity on exactly how to structure the search, who to look for, and what the market had to offer.

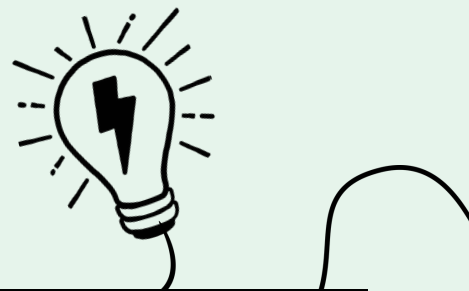
“We had to do a bit of education within our engineering leadership and teams of what the market looks like. Talentful brought us the data to do that — because we looked at full stack engineers, and they don’t really exist.”

As part of that search, Civica used Talentful’s proprietary AI-powered hiring engine, Talentverse — which gave them another channel for that hard-to-find talent.

“We were having difficulty with the traction of having multiple channels open and getting a really high bar of talent into the business,” Fiasal says. “[Talentverse] allowed us to access an area we didn’t have access to before.”

Talentful

The Results



Higher-calibre candidates, 100% acceptance rate

Talentverse was the unlock to reaching the all-star talent Civica hadn't been able to unearth in traditional searches.

"With Talentverse, one in five of our hires came through there over this period of time," Fiasal says. "We definitely saw a step change in the calibre. Those five candidates that came through were a higher bar effectively to what we're doing across the desk."

As a result, Talentful helped Civica achieve some incredible results:

- 23 hires made over 9 months (1 in 5 via AI-powered Talentverse)
- 100% offer acceptance rate on offers extended by Talentful
- Unlocked hidden, high-caliber talent pools unavailable via traditional channels
- Reduction in time-to-hire

But the impact went beyond candidate access. For Fiasal, Talentful's embedded model helped Civica improve the way it hired — bringing more discipline, stronger market insight, and better process optimization that led to measurable business impact.

"The biggest impact Talentful had was that they were able to embed into our processes really well," Fiasal says. "They gave great advice on how we could optimize. If I look at our metrics, they are exceptional. If I look at the markets and within tech, we are setting the standard — and Talentful helped us do that.

"We had certain metrics we needed to hit," he adds. "That was across getting people in seats, ramped up, and productive quickly so that they could deliver builds of the products for our customers. We hit all the metrics we needed."

With Talentful's support, Civica was able to scale specialist engineering hiring through a major transformation — recalibrating its search strategy, reaching candidates beyond standard channels, and bringing the right people in faster.



23

Hires made in 9 months



100%

Offer acceptance rate



"What sets Talentful apart? It was trust, transparency, and integrity for me. The partners you work with create credibility — and that's what I needed. If you want outcomes and you want to look good, use Talentful."



Fiasal Rathyal
Global Director of TA, Civica

Are you also scaling rapidly and interested in how an RPO like Talentful can help?

[Book a call with us today](#)