Case Study:

Supporting Titian Software to Scale their SaaS Business

Background

Titian Software is a specialist SaaS software company formed in 1999 with over 150 employees. Their Mosaic Sample Management software product is used by most of the top 20 bio-pharmaceutical companies, and life sciences companies worldwide to aid them in pursuing more rapid drug discovery.

Problem

Titian needed to scale their workforce to support rapid business growth. In June 2022 they received a majority investment from Battery Ventures (a renowned US technology-focused investment firm), to enable further growth and development.

Titian were using one large recruitment supplier whose technical focus was quite narrow and who was unable to provide enough hires to meet their ambitious growth targets. They wanted to scale their professional services, software development, and support teams with roles in the UK, US, and Poland.

Solution

Opus Resourcing spoke individually with the COO, technology & professional services leadership team to understand the business, biotech domain, and their culture and EVP. Opus then used our market-leading search methodology, candidate calibrations, and cutting-edge technology stack to deliver a bespoke strategy to build the talent pipeline required.

Results

Opus grew workforce by 20%

Included building software development, professional services, testing, and application support teams.

Encompassed both UK & USA offices

Slashed time to hire & resource needed from leadership team, freeing them up to focus on adding strategic value

Client Feedback:
Working with Opus Resourcing

By **Graham Lipscomb**
Vice President of Professional
Services, **Titian**

How did you discover Opus Resourcing and what specific talent problem were you looking to solve?

I knew of Opus from my previous employer where we had worked with them for some time; in fact, they recruited me there! As a candidate, I thought they were great – supportive, kept me informed, had good coaching, and made the entire process a lot easier.

What made you initially choose to work with Opus Resourcing, and what has influenced you to continue the relationship?

James, mainly! His sector knowledge and experience and the way he works. He took the time to understand the company, what we were looking for, and what type of person (as well as skill set) would be a good fit. So, when he brings us a candidate, we know we're going to want to interview them, and the success rate is high. This saves us a lot of time and effort.

What have been the most significant benefits you have received from working with Opus Resourcing?

Speed to hire, quality of candidates. Reduction in recruitment timescales and effort. Everything we wanted!

How have Opus Resourcing and our services helped you reach your talent attraction and team goals?

For my team in particular, they have been the recruitment agent responsible for most of our hires – at least 80% because of their reliability in bringing us great candidates at speed.

What is it like to work with Opus Resourcing?

Smooth and easy. James keeps you well-informed and always has time to discuss the candidates. He learns from the feedback (if someone is not quite right) and retains that for future hires. The quality of candidates is always high. The Opus team is consultative. For example, if we are looking for a new role he'll help with salary ranges, input to role descriptions, etc.; And he is always available.

I guess the final part is that he is very helpful – which the candidates like as well. And if you're competing for talent, that makes a big difference.

What is an example of how James at Opus Resourcing went "the extra mile" to serve you?

Probably all the time, and I take it for granted as he is always available, even when he's on holiday. But I guess there was one particular role where genuinely we were looking for a needle in a haystack – a very uncommon blend of skills and experience – and in the US.

James worked so hard to source candidates and spent so much time on it – I couldn't have been more grateful.

How willing would you be to recommend colleagues and people you know to work with Opus Resourcing?

Yes, and I have. And I will continue to do so.

About Opus Resourcing

Opus Resourcing recruits world-class Technology and Executive Talent for SaaS and tech services companies. Using our 20+ years' experience we create a bespoke talent strategy that fits your culture, values and timescales. We pride ourselves on building long-term customer relationships built upon trust and a superior candidate experience.

To find out more about how Opus Resourcing can help your recruitment process contact us on
+44 01580 857 179

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About Opus Resourcing

Since 2006 Opus Resourcing has recruited world-class Technology, SaaS, Sales and Executive Talent for innovative and growing technology-centric companies.

Using our teams 50+ years of tech recruitment consultancy experience, we create a bespoke recruitment strategy that fits your culture, values, budget, and reduces hiring time. We build long-term customer relationships built upon trust and a superior candidate experience.

Our Clients

As tech recruitment specialists, we grow and are trusted by clients ranging in size from seed-stage startups to FTSE 100 / Fortune 500 companies within the UK, Europe, and the US.

By recruiting across clients' technology, leadership, and commercial teams, we drive tech product innovation and scale commercial revenue growth.

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About the Author

James Shenton is a co-founder and Managing Consultant at Opus Resourcing for the last 19 years. With nearly three decades of hands-on technology recruitment experience, he's created an extensive talent network to support both clients and candidates in the UK, the USA and Europe.

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