



TECTIVO

– Case Study



Company Background

Trust Payments

- Tectivo recently worked with a leading Fintech called Trust Payments. The business has over 500 employees and specialises in providing omnichannel payment services.
- The business has grown rapidly over the last few years and had a requirement for 3 new Product Manager, including someone to manage their Fraud and Authentication product.



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Challenges Faced Trust Payments



Trust Payments were looking to add 3 new Product Managers to the team and had flexibility on what type of products the candidates would have managed.

They asked us to look for people with experience of managing products including Fraud and Authentication, Gateway and Acquiring, Point of Sale, Banking and Data.

The idea is that we would take a very broad approach on our search and hire the very best candidates regardless of product type.

They needed someone that could not just act as a Product Manager but work in a multi disciplinary way, carrying out business analyst tasks.

They were open to candidates with experience across a broad range of Fintech's provided candidates had the right approach to product management.

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What Did We Do?

- We took a general product person specification and then started working on a target list. We identified hundreds of Fintech's and candidates working in multi disciplinary Product roles.
- Our target list included more than 250 people with experience managing the types of products agreed.
- We started our headhunt approach calls, pitching a very broad opportunity and the selling points of Trust Payments.
- This allowed us to have lots of conversations and gain important market intelligence for our client.



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- Our approach stage was extremely successful and resulted in us presenting over 10 candidates to the client, all with different product experience.
- Trust Payments were overwhelmed by the quality of candidates we had sourced and was extremely complimentary of the work we had carried out and market intelligence we had gathered.
- They ended up hiring all 3 roles. One candidate for their Fraud Product, another for their Data Product and the final candidate for their In-Person Payments Product.
- Ultimately Trust Payments were extremely satisfied with the outcome, and wished they could have hired even more candidates from the shortlist provided.

The Outcome

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