

## Company overview

INDUSTRY: **IT**LOCATION: **UK**NO. OF EMPLOYEES: **11,800**

Leading independent technology partner who help their customers to source, transform and manage their IT infrastructure to deliver digital transformation, enabling users and their business to deliver services and products. A London FTSE 250 that employs over 16,000 people worldwide.

Hays manage their total talent solution as their blended RPO and MSP service provider.



### The challenge

As part of our overall solution, we are committed to deploying volumes of IT Engineers to offer 1st and 2nd Line support workers often at very short notice; hours instead of days, across 100's of locations UK wide. They are often called upon to fix business critical problems such as datacentre failures and implementations. One example was when the Royal Mail suffered a massive IT failure and we deployed IT engineers to 3,000 locations across the country as individual Post Offices needed on site support.

Additional challenges include the time to hire and pay rates for security cleared workers and other agencies approaching candidates in the time between initial engagement and deployment.



### The outcome

These collective initiatives have enabled us to deploy teams of highly skilled, vetted IT specialists to keep the clients' business running. We currently achieve a CV to appointment in 4 hours, less in some critical/emergency situations. For non-critical roles, across the whole solution, we still achieve less a CV to hire time of less than 23 hours.

By using a small dedicated pool of 198 engineers to support over 1,000 short-term assignments we could drive continuity for our client's customers, with quicker time to fill, stronger engagement with the contractors and the assurance of supply.



### The solution

We have built a range of talent pools of highly qualified, fully pre-qualified and available at very short or no notice. The talent pools are arranged by skill set and location and its members are each trained in specific clients' systems and cleared to attend at short notice.

Regular communications and updates were arranged directly with the ring-fenced security cleared team. This direct communication not only helped to build relationships but gave the client direct and detailed information in a timely manner. The two security-cleared team members agreed a strategy to contact engineers so there was no duplication and resource could be used appropriately.

We also kept in regular contact with candidates, keeping them 'warm' to help mitigate other agencies trying to place them in other companies.

## FAST FACTS

4000 temporary placements

350 to 450 permanent hires a year

Technology: 3SS, PowerBI, Hays Hub, Success Factors, Odro, IKM, Textio

The time to fill for permanent recruitment down from 35 days to 28 days

Roles hired: Predominantly IT; Engineers, Support Analysts, Architects, PMs and Coordinators

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