

Global Security Software Company

Background

This client is a global Security Software Company. As part of a re-organisation programme, the HR Director EMEA decided to introduce a dedicated recruitment resource through an outsourcing contract that would meet all its recruitment needs in the UK & EMEA. Vacancies were taking too long to fill and HR had limited visibility and control over how recruitment was being managed as well as rising recruitment costs and concern over legal compliance.

The Challenge

- Flexibility and scalability to meet fluctuating recruitment needs
- Diversity of requirements and geographic spread
- Disparate systems and processes across countries
- Change management

The Solution

Profiles Resource Management (PRM) worked closely with the HR Director on a phased implementation starting with the UK and was gradually extended across EMEA. A dedicated Recruitment Team was based on-site and the client was only charged on hiring results.

- PRM designed a standard, quality-controlled and legally-compliant recruitment process and introduced a range of recruitment tools together with a comprehensive reporting suite
- A new Vendor Management Programme standardised terms and conditions for all agencies and through performance monitoring an 'A' list of suppliers was set up for each country
- Phase 2 of the implementation was the creation of an on-site resourcing team to increase directly sourced hires and to create a pipeline of future candidates

Results

- To date PRM has managed over 500 hires over the last 6 years
- All agencies now work to standardised fees of 15%
- 2:1 interview-to-hire ratio has become the standard (reduced from 6:1)
- Speed of hire improved to an average of 25 days (from 60+)
- Non-agency hires increased to over 50% of total

'Profiles are different because of your passion for excellence & because you always go that extra mile to meet customers' needs.'

Recruitment Manager EMEA

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