



Client Case Study

Executive Overview

We originated from the IT Professional Services sector and our first client happily was a successful IT consulting business circa £100m turnover. Their challenge was managing the balance between their existing bench and the needs to flex up to deliver projects. These were typically infrastructure

led engagements for medium to large organisations where an augmented approach was required. The problems they were experiencing though was a distinct lack of knowledge from their current suppliers which in turn led to delays and sometimes poor performance to their clients.

Business Objectives

- Reduce ratio of CV's and interviews to hire
- Outsource more of the recruitment process to partners
- Ensuring compliance and vetting processes as SC cleared projects were common
- Move ideally to an RPO model with the new partner.

Project Goals

- Set up workshops to understand the business needs
- Create a robust screening process reducing the clients time to hire
- Create monthly 360 feedback sessions on performance
- Create a sustainable platform for an RPO solution.

Our Approach

Our team are well versed in the Consulting space so it seemed sensible to lean on that experience. "What would I want if I was in the clients shoes, which I have been!". The biggest gripe was quality so this was the place to start. Having set up and run various client workshops, the gaps became apparent. There is an acceptance that not all recruits work out but implementing filters can help. We decided our resourcing team would maintain their approach but our director of IT services (15 years in IT Consulting) would become the first interviewer. Each candidate would have a two stage process before being submitted to the client for consideration. On that basis a more accurate presentation could be

made of the potential resource and fit for the assignment. Providing detailed feedback to the resourcing team subsequently helped their targeting of resources to improve the ratio as planned. To further ensure the quality was meeting the objectives, monthly 360 feedback sessions with stats were run. Over time trust was built between the two firms creating more opportunity to improve process. The client decided after 6 months an RPO solution was viable. AJC moved onsite to work with the teams creating a true partnership. The model saw all the existing direct contractors move across which filled a number of compliance gaps and a finance model which helped the peaks and troughs.

Positive Outcomes

- Client strategy was back on track
- Customer retention improved with growth in new areas
- Settled senior management having been frustrated with the old methods
- New RPO model saved significant resource time in finance

Contact us

Let's work together and help optimise your people and IT capabilities

[Contact Richard Jeffreys for more information](#)

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Our Core values

-  **Innovative**
-  **Passionate**
-  **Determined**
-  **Partnership**