

## Case study on Sanderson's long term recruitment supply

'Financial services company benefits from Sanderson's best of breed IT resource solutions over 20 years'

### Client and Project Information

<b>Customer:</b>	Financial Services
<b>Dates of Contract:</b>	1980 to present
<b>Roles:</b>	All levels – IT support, development, project and programme management, consultants, interim directors, permanent recruitment, managed services, packaged solutions, across the UK
<b>Number of IT contractors:</b>	c. 180 per annum
<b>Numbers of permanent staff:</b>	c. 150 per annum
<b>Programme and project managers:</b>	c. 50 permanent hires and. 120 contractors per annum

### Business Challenges

Our client is a leader in the financial services market. The organisation has held an IT recruitment supply relationship with Sanderson for over 20 years. Some recent challenges:

#### 2000 – 2003: High volume recruitment of IT project management and consultancy resource

Following a large business process outsourcing (BPO) deal, the need for skilled management and consultancy resource – both permanent and contract - rose exponentially. Our client required business critical skills to ensure the smooth operation of the BPO and ongoing delivery of its objectives back to the business. The client reviewed both consultancy and recruitment businesses to assist in this skill acquisition. They selected Sanderson because of our long standing resource partnership, our deep understanding of their business and our ability to deliver high quality resource at reduced cost.

"Sanderson's knowledge of our industry, and their ability to access key management resource quickly and efficiently, sets them apart from other consultancy suppliers. With their assistance (our organisation) is able to forward plan projects with a greater degree of confidence." Programme Office Manager

#### 2003 – Present: Consolidation of IT contract recruitment suppliers across the group

The Group looked to consolidate all suppliers across their various UK businesses to achieve further cost and quality benefits. They reviewed their IT recruitment supply relationships, approaching key suppliers to all the UK business areas in order to

establish a new process for the future. The client selected Sanderson as one of 3 suppliers across the UK, providing all levels of resource into all business areas. Key to our appointment was our exceptional knowledge of their business, our ability to scale up resource at quick notice and our track record of successful delivery.

## Resource Solutions

### 2000 – 2003: Sanderson's Resource Warehouse gives a bespoke pool of candidates

Sanderson's challenge was to supply management and consultancy resource. Our brief was to provide all interim resource within the IT Programme and Project Business Stream - Programme and Project Managers, Change Managers, Business Analysts, Consultants.

Using our knowledge of the client, and working closely with key stakeholders in the business, Sanderson built up a 'Resource Warehouse' – a bespoke pool of resource suitable for their roles. This relied on our knowledge of the Life and Pensions industry, ensuring we had access at all times to the best available resource with key market knowledge. Sanderson creating a Sanderson/client accredited vetting process to ensure that each individual was able to undertake the role in question, understood the company, its business and its strategic direction and complemented the team.

To achieve this Sanderson provided a team of Account Managers, spending a great deal of time on the client's premises to understand culture, business and future resource needs.

### 2003 – Present: Centralised Sanderson account team gives accurate management information and effective service delivery across the Group

In response to the changing direction, and the introduction of a 3 supplier process across the group, Sanderson changed approach and process to ensure an ongoing high level of service. The purchasing of IT resource is now a centralised function; Sanderson has formed an Account Team specifically to deal with this, ensuring that all activity is monitored and recorded to deliver accurate management information back to the client on every parameter of the supply relationship.

Our supply ranges across all levels of IT in all UK locations; we are tasked with delivering 2 accurately matched candidates for all roles within 12 hours of the release of a vacancy. Over the last two years more than 400 roles have been released through this process and Sanderson has filled more than 50% of these.

Our ability to perform at this level is enhanced by our skills in delivering the right resource quicker than other suppliers. Sanderson is currently managing in excess of 180 contractors, typically working on over 25 assignments per month.

"Sanderson continually manages to supply candidates within hours of us releasing a role; invariably these candidates go on to get the role in question. This adds significantly to our ability to supply a high level of service to the business"

– Supplier Manager

## The Results

“Sanderson continually provides in excess of 50% of our resource requirements. Whilst this in itself is an achievement they excel when requested to provide bulk numbers of resource at short notice.”

- Proactive resource solutions to strategic objectives: Sanderson has adapted its resourcing processes to meet the client's changing objectives, delivering large numbers of high quality contractors and permanent staff over the course of our relationship.
- Speed and scale of delivery: Our knowledge of the client's business, understanding of requirements, and the development of a bespoke Resource Warehouse mean we can deliver large numbers of IT resource at short notice.
- Cost reduction: Sanderson recently conducted an audit of all supplied resources against market rates and achieved an immediate reduction in overall cost through rate realignment of 30%. We achieve further cost reductions by hiring at or below a given rate card for every role, resulting in a 20% reduction in average daily rates across all contractors.