

Case study on Sanderson's fully managed recruitment service

Sanderson removes the burden of IT recruitment for a credit card services company

Client and Project Information

Customer:	Credit Card Services Company
Dates of Contract:	2000 to date
Skill set:	Test analysts, business analysts, IT support, development, team leaders, and project and programme managers
Number of placements:	Over 100 contractors per annum, up to 50 permanent staff per annum
Location:	UK wide

The Challenge

"We wanted to rationalise our supplier base; we needed a supplier who we could trust to deliver the majority of our recruitment needs, and manage our other suppliers. Sanderson has exceeded our expectations, through their commitment to fully understanding our business and needs."

Our client is one of the top five Credit Card Services organisations in the country with sites across the UK.

The client sought a partner supplier who was able to provide senior level contract and permanent resource, crucially have the capability to create a candidate network in the UK Credit Card Services applicant market place.

Prior to engaging with Sanderson the client received candidates from over 30 different companies, with little consistency in cost, terms of business and quality. This prevented a more strategic approach to sourcing to ensure access to the most sought after skills.

The client faced 2 key challenges:

- Consolidating supply to standardize costs and terms of business
- Building a sustainable and long term relationship with a supplier based on long term knowledge of the client's strategy and resource plans

These challenges were amplified because of an expected 300% increase in headcount over a 3 year period.

Our client wanted a supplier who would take the time to understand their business and strategy. With aggressive growth plans it was in advance of demand.

They a Master Vendor solution which offered the flexibility of engaging with down stream suppliers, along with the efficiency of partnering closely with one supplier.

Our Solution

"Sanderson is our first port of call for all recruitment requirements. They provide a dedicated recruitment management service involving the co-ordination of the recruitment activity as well as any support suppliers approved"

Sanderson is the primary supplier of IT Contract Resource and the Preferred Vendor for Permanent Resource. We work closely with the Project Office function to ensure availability of appropriate contract resource at point of need, and with the HR department to set strategic attraction projects that meet their varying demands for permanent staff.

Our activity covers all roles from support to Programme Directors, with over 100 contract roles and 50 permanent roles filled annually. Through our understanding of our client's business we have developed our service to achieve a conversion ratio of less than two interviews to one placement.

One unique aspect we have brought is the development of client specific 'talent pools' of suitable candidates. We understand the skills and profile of candidate that they require and have built a database of candidates to reflect this. Through our commitment to building strong candidate/supplier relations within these talent pools, we ensure that our supply is based around first hand knowledge and experience of candidates.

Over the last 5 years Sanderson have fulfilled 100% of all contract resource requirements, by operating our talent pool structure we are able to guarantee the availability of the correct resource at the right time. Additionally we have filled over 60% of all permanent roles within the IT and Risk areas of business.

We achieve this by working closely with the client at their resource planning phase, ensuring we are always working 3-6 months ahead of demand.

The Results

“Using Sanderson as master vendor has eliminated the hidden costs of recruitment– time is money and using Sanderson has meant that each of our technical managers now spends far less time recruiting and more time ensuring successful project delivery”

Sanderson’s approach has led to significant cost savings:

- By reducing the time spent recruiting Sanderson have saved 1 day of management time per hire; this equates to savings of over £40,000 per annum.
- Using known contractors reduces the time spent integrating them onto projects, saving on average 3 days per contractor equating to over £80,000 per annum.
- By engaging with a single supplier the client has reduced margins by an average of 15%, equating to £90,000 per annum

Sanderson has achieved <2% per annum attrition rate, a statistic which highlights our commitment to supplying the appropriate calibre of resource from the outset.

The client trusts the quality of Sanderson candidates. They interview less people and spend less time reviewing candidates’ details. This has taken work off the desks of recruiting managers and HR.

“Sanderson is more than a supplier to us; they are a crucial part of our team. Without their assistance we would struggle to deliver our projects to time and budget. They are truly invaluable.” – IT Director