

Case Study on Sanderson's contract consultant recruitment service

Sanderson supplies high calibre contractors to a global management consulting organisation

Client and Project Information

Customer:	Consultancy Company
Dates of Contract:	1999 to date
Skill set:	All technical and management IT contract roles
Number of contractors:	c. 50 per annum
Location:	UK wide

The Challenge

"We need a fast responsive service to provide IT contractors of the highest calibre"

Our client is a global management consulting company. This company mobilises the right people, skills and technologies to help clients improve their performance.

Supply falls into two categories:

- Regular business (the client's own sites, and long term business process outsourcing sites)
- Consultancy business (working on customers' sites)

By nature of the business the client requires a responsive service. They need recruitment suppliers who understand their requirements and offer swift and effective advice on cost and availability. This is especially important where supplied contractors are being used on their customers' sites. It is vital that suppliers understand the culture and calibre of the client's staff and supply accordingly.

Resource Solutions

“Sanderson continually delivers CVs before our other suppliers. Often we receive CVs within an hour of releasing the requirement” – Contractor Services

Our relationship began in 1999 when the client was struggling to source a niche technical skill from their preferred IT recruitment suppliers. Sanderson sourced 8 contractors in 6 months, and started to build a client-specific database of appropriately skilled, known contractors to satisfy future need.

Over the next 2 years Sanderson sourced contractors in other “hard to find” skill areas. We were to the client’s national preferred supplier list of 4 agencies. Sanderson was selected because of the unique nature of our delivery process and the contrast that this offered to existing approaches.

Sanderson applies its unique delivery mechanism to source contractors for this company. We devote resource and effort to building relationships with contractors. This means that we have a deep knowledge of our contractor base. We boost supply by proactively seeking referrals from known contractors.

The client now engages Sanderson for all UK IT contract roles. Sanderson has consistently retained the highest key performance indicators in the following areas:

- Response time to requirements
- Provision of market Information
- Retention of contract resource
- Quality of account management

We provide a dedicated account management team that responds to all requests for CVs or information as swiftly as possible, irrespective of the time of request or difficulty of provision of information.

The Results

“The style of account management we receive from Sanderson is unrivalled. They consistently respond quickly with high quality and accurate CVs and information on request.” – Contractor Supplier Manager

We are known for our ability to deliver the full range of contract skills at short notice. This allows our client to respond to both business and client demands.

Our provision of accurate market information on skills availability allows them to set their customers’ expectations realistically.

Our client-specific database means that we can supply contract consultant resource, for most skills, at short notice. This gives the client confidence when planning for internal and external IT projects.