

Case study on Sanderson's recruitment partnership

Partnership with Sanderson has increased quality and controlled costs for this investment bank

Client and Project Information

Customer Name:	Investment Bank
Dates of Contract:	July 2003 to date
Skill set:	Support, Development, Business Analysis, Project/Programme Management, Niche Banking Applications, and Testing
Number of placements:	50-100 contractors per annum
Location:	UK wide

The Challenge

"We appointed Sanderson because of their commitment to delivery, their ability to develop niche databases which reflect our needs, and their creative outlook."

The client is a leading global investment banking financial institution with a number of key sites across the UK. Their IT department relies heavily on non-permanent resource to meet their varying project demands. They currently employ over 800 contractors. This gives them a great deal of flexibility in meeting the demands of the business, regulations and the markets.

The client had moved from a high number of distributed suppliers (100+) to a single vendor solution. In 2003, having experienced the benefits and challenges of both approaches, they decided to partner with select suppliers to meet their ongoing demand.

The investment banking community in the UK is an extremely competitive market place. Contractors with niche application knowledge, or specific business expertise, are valued and sought after. The client knows that the process must be managed effectively to ensure access to the best resource.

Their challenge was to engage with suppliers who could deliver both generalist and niche skills across the UK, who were committed to working to a strictly cost controlled process, and who could develop a true supply partnership.

The Partnership

“Sanderson has consistently ranked highest in terms of cost efficient supply. They achieve an average variance of nearly 10% below market rate at each quarterly review.”

Key to the success of the client’s new model is supplier empowerment. They created a model which gives suppliers more input into processes and the hire of contractors, and also encouraged collaborative supply between agencies.

Volume supply - Sanderson manages in excess of 40 live requirements at a time. We always respond with 3 CVs within 48 hours.

Control through Vendor Management plus access to hiring managers - Sanderson engages with a Vendor Management function and also with line management. We ensure that the process and reporting is controlled through the vendor management function, whilst value is added to the hire of individual contractors by engaging directly with each manager.

Cost control and quality improvement - The previous Master Vendor solution had delivered cost control but not the right quality and speed of resource provision. To achieve this through the new model we worked closely to put in place a different approach, which controlled cost and also improved the quality of resource provided.

In this arrangement, Sanderson is empowered to work with hiring managers to scope each contract role. Sanderson’s recruitment consultants use their experience to set rates to attract the right level of resource. Sanderson sets rates at, above or below market level. Our client targets us to come in below market rates across the board on an annual basis.

The Results

“The Sanderson Account Manager not only understands our key objectives but also actively supports them in her work, ensuring total compliance from our business. Their support is crucial to the ongoing success of IT Projects” – Vendor Manager

Sanderson’s successful partnership has delivered the following benefits to the client’s business:

1. Sanderson has controlled the cost of contractor resource, achieving an average variance of nearly 10% below market rates at each quarterly review.
2. Increased quality of resource – in the last 18 months, only one Sanderson contractor has been removed from the business, based on performance issues.
3. Increased speed of recruitment process; hiring manager comment that the amount of time they have to spend on recruiting contractors has been slashed since working with Sanderson.
4. Sanderson has demonstrated cost savings of over 150,000 for the business in last six months.