

# Case study

## BRIEF

A well-known insurance company required a centralised approach to both temporary and permanent recruitment to cover all disciplines throughout their organisation in the UK. The existing process involved many agency relationships, often with varying terms and fees, who were introducing unsuitable candidates into a disjointed process. The rationale to bring everything under central control was due to the desire to increase the overall candidate quality, create a robust approach to engaging with external talent and to improve the hiring process, especially in relation to the candidate journey.

## - METHOD -

We created a model to deliver a high-touch onsite solution, taking full control of all routes to market and existing supplier relationships.

Our onsite Account Manager engages with the hiring community and our own specialist recruiters to ensure we are targeting the best talent available from the open market. Each role is delivered by market experts. We also take care of all recruitment administration, contractor payroll and pre-employment candidate screening through our back office teams.

In order to roll-out the service successfully, we had a dedicated Project Manager coordinating all the necessary work streams, including delivering a comprehensive communication plan to ensure that the business stakeholders and hiring community were engaged and motivated to use the new service. We partnered closely with Human Resources to redesign and update the recruitment and interview processes.

## - RESULT -



### Time saving

Reduced time to hire.



### Efficiency

97% direct fill rate.  
*Significant reduction in interview to offer ratio, now 3:1 (proving an increase in candidate quality)*



### Cost

Reduction in overall recruitment spend.



### Consistency

A robust candidate experience that is the same for all candidates.