

Case Study

A Global Service

The Customer

BT Global Services



BT is a global communications company that delivers managed services and solutions to customers around the globe. They collaborate with multinational customers across 5 continents and in 200 countries. BT Global Services (BTGS) are responsible for helping their clients communicate whenever and however they need to, by transforming technology into real business benefits, simplifying the complex and helping improve business performance.

BT & Glotel

A 10 year Partnership based on exceptional delivery performance, a trusted account team, effective communication and willingness to ‘..go the extra mile..’

The Business Need

Since 1994 Glotel had been one of BT's leading suppliers, of high calibre telecommunications and IT contractors in both UK and USA. In 2003, BT Operational and Procurement units took the decision to centralise the procurement process, using only 4 suppliers to serve all temporary IT

and Telecommunications needs, globally. The intention of these new commercial relationships was to reduce cost, reduce management overheads and reduce the risks inherent in international resource procurement.



The Client Challenge

To secure the services of suppliers who could: -

- Understand BT Global Services' business.
- Understand BT Global Services' clients.
- Supply Tax and Immigration compliant services world-wide.
- Deliver service excellence and exceptional value for money.
- Match both skills and personal attributes to attain the best cultural fit.
- React rapidly to the changing business needs of both BT and its clients.
- 'Partner and Coach' rather than sell to project managers world-wide.

Proven Track Record with BT

- Successful delivery to BT - Global Services, Retail, Wholesale, Exact, Syntegra and O2.
- 300+ Contractors on assignment at a single time
- Speed of Response - Team of 7 VOIP technical architects placed within 1.5 hours of request

The Supplier Solution

To be chosen as one of BT's 4 key global suppliers, Glotel had to demonstrate a profound understanding of BT's resource needs, their requirement for high calibre candidates, cost effective recruitment and their need for tax and immigration compliant solutions. With a strong delivery record in UK / Europe, Glotel's winning solution is founded on a number of key principles -

- A dedicated account team that mirrors the BTGS Resource Team and provides high quality, consistent service.
- Value for money with advice as to the most cost-effective global solutions.
- A free professional tax and

immigration service to ensure compliant contractor placements anywhere in the world.

- Legal department to provide advice on the changing nature of employment legislation, globally.
- Transparent pricing.
- A Global footprint.
- 3 year reference checking and proof of identity service at interview stage.
- A structured communication programme based on informal weekly reviews, formal monthly statistical returns and formal quarterly account reviews.

Client Testimonial

'Glotel give a great service to BTGS by consistently providing great quality candidates, at least cost. The Account Team are always willing to 'go the extra mile' in providing innovative and compliant solutions around the world. This is a relationship built on mutual trust and respect and it really pays dividends'

Value Added Service

Legal and Compliance Services

BTGS enjoy the flexibility and 'value add' elements of the service provided by Glotel. Whether it is a workshop on the implications of the Employment Agencies Act (EAA) for UK staff, or the tax and immigration issues associated with placement of Contractors in Sao Paulo, Brazil, Glotel are there to provide free professional advice.

Unified Contracts

Glotel have led the development of a 'Unified Contract' shared by all 4 Temporary IT suppliers, which ensures that BTGS, the Contractors placed with them, and all 4 Suppliers have the security of knowing that they are working to standard Terms and Conditions of contract.

Benchmarking

Glotel provide quarterly updates on market rates for the full range of technical skill sets required by BTGS.

Standardised Supplier Performance Metrics

Glotel submit detailed Management Information (MIS) upon which their performance is compared to other global Suppliers.