

Case Study

A Global Service

The Customer

The World's Leading
Mobile Phone
Supplier



With experience, innovation, user-friendliness and secure solutions, this company has become a leading supplier of mobile phones and mobile, fixed broadband and IP networks. By adding mobility to the Internet, this company has created new opportunities for clients and additional benefits for all users.

The Business Need

*As a truly global organisation, with a position at the leading edge of technology development and delivery, the Company required world-wide and **world-class support** from all its suppliers.*

*To supplement internal staffing and to meet the time-critical demands of their clients' projects the Company required **cost-effective and efficient** provision of highly skilled and motivated individuals.*

Competition for skills is fierce, and it is critical to secure and deploy key

*individuals rapidly and in a manner that **complies fully** with the complex legislative, tax and employment regimes around the globe.*

*Provision of professional "resource solutions", provided by a **trusted partner**, supports the Company's aspiration to keep ahead of competitors and promotes flexibility within individual projects and key programmes.*



Glotel Solution

Glotel was chosen, via a rigorous short-listing process, as one of three companies to supply resource solutions to the company, around the globe. We were chosen primarily because we provide: -

A truly global service via a network of over 19 offices around the world

Glotel's global customer specific database locates the best candidates for the client 24 hours per day. The benefit of a local service are enhanced by a global focus, and the ability to seek the candidate from the global pool.

Compliant, cost effective and flexible recruitment solutions

We have a compliance team dedicated to producing flexible, cost effective and compliant resource solutions, globally. Glotel have identified risks associated with immigration, international taxation, cross border invoicing and have delivered bespoke solutions.

In-depth understanding of the Company's technology needs and business drivers, built over a successful 9 year supply relationship

We never underestimate the importance of understanding the client's business issues, market environment and technology needs. Structured global account management and reporting allows us to remain close to the client and yet take a global view. This relationship is a 'virtual partnership', based on experience and trust.

The ability to innovate

For this client we developed an advanced training scheme to ensure that sufficient 3G engineers were available, trained and ready to deploy, in line with a time-critical international roll-out.

The passion to respond to new challenges

To support this client we have opened an office in Argentina in order to service the client and contractors working in South America.

Glotel are the number one global supplier to this company, as measured by the company's stringent performance management criteria.

No. 1
Supplier

Business Benefit

We have delivered an impressive array of business benefits to the customer, broadly categorised as :-

Cost Reduction

- Global benchmarking of contractor rates.
- Pricing transparency.

A structured global pricing policy

- Country specific tax reduction programmes.
- Flexible billing solutions.

Global Service – Local Delivery

Glotel manages the account 24x7 around the globe, delivering service from a network of offices, globally. This approach balances the benefits of centralised management, consistent

service levels and standardisation of processes, with local expertise and cultural awareness.

Compliant Solutions

Glotel deliver compliant resource solutions which represent "Value for Money" and match the overall need for speed and quality, whilst giving security from potential co-employment liabilities.

Innovation – Retained Contractors

Glotel responds to the customer's needs imaginatively. In partnership with the Company, Glotel organised and financed the training of 3G Cellular Engineers. These engineers are retained, solely for the Customer's benefit and have subsequently been successfully deployed on projects, world-wide.

Pioneering scarce skills

Glotel taps into pockets of scarce technology skills by regular in-country recruitment programmes in areas such as South East Asia (specifically areas such as the Philippines), Eastern Europe and South America.

Summing up

With a portfolio of core services including Contract & Permanent Recruitment, Managed Services, Audit Services, Compliance Services and Provision of Retained Contractors, Glotel has the ability and infrastructure to develop bespoke solutions for clients, globally. Glotel's

experience with this Company, demonstrates the tangible benefits available from a real partnership.

We enable you to deliver to your Customers anytime, on budget and focus on your core business.