

Technical Supplement Glotel Managed Service Solution

GMS provides quantifiable cost reductions and improvements to quality

The GMS Solution

The elements of this Managed Service offering were tailored to the precise needs of the client and based upon:

- 1. The establishment of a tightly controlled PSL**, which matched the likely skill requirements, volume and geographical spread of future placements.
- 2. Benchmarking** to ensure similar amounts were paid for similar skills, with an overall reduction in Margins and move to pay no more than market rates.
- 3. Compliance Auditing** to Tax and Immigration legislation etc, whilst ensuring other statutory requirements are also observed, and commercial precautions taken (Non disclosure agreements, ID checks etc).
- 4. Senior Management buy-in** - from both the client and GMS, including penalties should the new process be circumvented.
- 5. Service Level Agreements** - detailed and measurable.
- 6. Communication Plan** - to ensure Client staff, former suppliers and client "Communities of Interest" were briefed on, and bought in to the new arrangements.

The GMS Effect

GMS provides regular Management Information to demonstrate the effectiveness of the service. **In the first year of the service:**

- 1. Cost savings of £1.5 million realised** - against a Contractor base of 123 heads. A saving of 11.5% at a time when the trend in the market was for pay rates to rise due to the combined IR35 and Y2k factors.
- 2. CVs handled dropped from 4,800 to 650** - reducing the workload on the hiring managers.
- 3. Interviews dropped from 684 to 200** - reducing the workload on the hiring managers.
- 4. Interview to placement ratio moved from > 7:1 to 2:1** - a considerable saving in management and administration time.
- 5. Invoices received dropped from > 200 to 1** - a huge bonus for the finance department.

Measurable Success

The Client regards this Managed Service as successful because the Client:

- Reduced its costs of recruitment.
- Improved the efficiency in the internal recruitment process.
- Achieved consistent standards achieved through the management of the PSL.
- Managed its recruitment using organised processes and accurate statistical information.
- Worked in Partnership with GMS.