



VALUING SUPPLIERS & **PROGRAMME ENGAGEMENT**

CLIENT PROFILE

Global leader in designing, manufacturing and selling industrial machinery and engines.

CHALLENGE

TUPE employees, transfer data and train on the introduction of the Agency Workers Regulations

CHALLENGE

Our client is a global leader in designing, manufacturing and selling industrial machinery and engines. They have a global footprint in more than 180 countries in Europe, North America, Latin America, Asia, Africa, the Middle East, and Australia. In January 2012, Allegis Global Solutions (AGS) went live as the company's Managed Service Provider (MSP) in the UK and US. In June 2013, we expanded our services to India and in December 2014 to Germany.

Our client was unhappy with their managing agent in the UK and with the contract coming to an end; our client saw the opportunity to engage with one partner for global visibility and management of their contingent workforce.

Our client truly values its relationships with its suppliers; viewing them as vital to the company's success. They wanted a partner who could maintain and develop their relationships with suppliers. Our commitment to this, our global experience, partner approach and vendor neutral service expertise were therefore all key factors in the company selecting us as their global partner for MSP.

The biggest challenge we faced was constrained implementation timescales due to new regulations in the UK and transition from the incumbent managing agent provider. We wanted to ensure that the transition from agent to our MSP was as smooth as possible, so we had to TUPE employees, transfer data and train on the introduction of the Agency Workers Regulations (AWR), which was introduced in the UK almost simultaneously.

The introduction of AWR meant that we did not have full visibility of reliable data to transition the entire contingent workforce into our MSP. Another big challenge was working with each supplier to revalidate data before having had the chance to build and develop relationships with them.

RESULTS

- Satisfaction rates of 95% from suppliers, 85% from candidates and 80% from hiring managers
- Streamlined global processes for global visibility

SOLUTION

Our experienced implementation team applied proven methodologies and processes to ensure each phase of our implementation was delivered on time.

To manage the introduction of AWR, we worked in partnership with our client's HR project team to build an effective solution. We introduced an 'AWR comparator card' to reconfirm that the pay rate, hours and overtime rates were comparable for PAYE and Umbrella workers and introduced annual reassessments.

Through our change management and supply base management processes we built strong relationships with our client's suppliers and onboarded them successfully. We showed suppliers the value in our partner approach and vendor neutral service and they welcomed the change in approach and access to more requisitions in comparison to the incumbent managing agent.

Our onsite programme office now manages the end to end process and is the single point of contact for hiring managers, HR managers and suppliers. We support 15 client locations in

the UK and 4 in Germany. Our team visits each site regularly to maintain a high level of service and visibility to hiring manager and HR stakeholders.

The programme has a diverse supply base due to the niche skill set requirements of our client's industry; our programme office therefore reviewed the metrics of all suppliers post implementation and introduced a process for them to opt in or out of niche requisitions. This process enables suppliers to work to their strengths expertise and enables them, us and our client to benefit from superb candidate quality and suitability.

This and the introduction of other innovations such as satisfaction surveys, implementation of a VMS, site visits and supplier scorecards, has helped us develop supplier relationships and engagement levels for delivery of true global workforce visibility to our client.

RESULTS

- Satisfaction rates of 95% from suppliers, 85% from candidates and 80% from hiring managers
- Streamlined global processes for global visibility
- Average global time to fill: 30.5 days
- Established AWR comparator card which is re-assessed annually
- Our success with in the UK led to expansion into Germany, and further expansions are planned in the next two years



ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

