



CAMELOT GROUP CASE STUDY HIGHLIGHTS

KEY FACTS

- Required managed service provider for its Watford, London and Northampton office locations
- To handle all temporary, contract and permanent recruitment for all staff requirements
- Started as short term supplier before being awarded a 3 year contract with broader responsibilities

KEY RESULTS

- Achieved cost savings of £90,596 in the past year
- Introduced consolidated invoicing for charity related tax advantages
- Saved time and achieved greater control by implementing electronic processes
- Outstanding satisfaction among hiring managers and temporary staff



"I just wanted to say a big thank you for helping me so efficiently with this recruitment. You were really professional, responsive and a pleasure to work with. I look forward to doing business together again."

Head of Insight, Camelot Group plc

RIGHT PEOPLE RIGHT PLACE

Whether you need a company that can recruit reliable, talented staff or a partner skilled in saving you time, money and resources, Carlisle Managed Solutions has the size, strength and expertise to fulfil your every recruitment need.



THE CHALLENGE

National Lottery organiser, Camelot, initially appointed Carlisle Managed Solutions on a temporary contract to allow its Human Resources department to focus on other tasks.

Seeking a lasting strategy for its recruitment, the charity awarded Carlisle Managed Solutions with a three-year contract to provide a comprehensive temporary, permanent and contract staff solution.

What's more, as Camelot is a charity regulated by the National Lottery Commission, the work of both Carlisle Managed Solutions and Camelot had to meet strict regulatory requirements and auditing demands.

THE SOLUTION

Embarking on the three-year contract involved embracing Camelot's every recruitment need. Carlisle Managed Solutions responded to the task rapidly and effectively with an offering that produced immediate benefits and ongoing improvements. The solution involved:

- Creating a flexible Full Managed offering
- Encompassing all roles across eight locations in the UK
- Converting from paper-based to electronic based processes
- Establishing centralised management information
- Taking over supplier contracts and rationalising preferred supplier list
- Introducing consolidated invoicing for charity-related tax advantages
- Implementing direct recruitment project for bringing outsourced contact centre in-house.

THE RESULTS

Camelot now entrusts Carlisle Managed Solutions to provide a total recruitment service. Centralising the function has immediately offered the organisation new timesaving processes, better management information, and substantial cost reductions. Our solution has resulted in:

- **Successfully filling 264 permanent roles and 148 temporary placements in the last year**
- **Achieving cost savings of £90,596 in the same year**
- **Surpassing SLA target on timescales to fill vacancies**
- **Complete visibility of recruitment structure through i-GRasp**
- **Satisfaction scores of over 95% among hiring managers and temporary staff.**



Carlisle Managed Solutions

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