



## ERNST & YOUNG CASE STUDY HIGHLIGHTS

### KEY FACTS

- Required managed service provider for all UK offices to establish efficiency and consistency
- To handle all temporary and permanent recruitment for Office and Support roles
- Produced detailed project plan in consultation with key stakeholders
- Implemented pre-launch training and communications campaign

### KEY RESULTS

- £445,000 savings expected through reduced permanent placement fees and temporary staff costs
- Placed around 78 temporary and 34 permanent positions every month
- Time savings and productivity improvements through streamlining
- Contract renewed and remit extended in July 2007



"I am really pleased with the service I receive. Carlisle Managed Solutions communicate with me regularly, keeping me up-to-date with vacancies across the regions. They are open and honest with feedback on candidates, and with all the difficulties faced at different offices."

**Regional Operations Manager, Ernst & Young**

### 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

Ernst & Young, one of the world's leading professional services organisations, required a managed service that enhanced its recruitment processes.

The company sought an offering that centralised recruitment; introduced uniform processes; controlled spend, margins and supplier rates; managed suppliers, streamlined invoices; and provided reliable management information.

Ernst & Young also required a solution that met a growing demand for temporary, fixed-term contract, and permanent roles, including a target of ten permanent IT positions every month. In addition, facing complex computer-based procedures for temporary and permanent staff, Ernst & Young desired a package that simplified its processes. In 2002, Ernst & Young selected Carlisle Managed Solutions to deliver the necessary offering.

## THE SOLUTION

Carlisle Managed Solutions endeavoured to secure a strong relationship with Ernst & Young's stakeholders while gaining a detailed understanding of the organisation. This approach ensured Carlisle Managed Solutions could implement the required solution rapidly and effectively. Our solution involved:

- Holding an initial meeting with all stakeholders to create a detailed project plan
- Delivering a centralised Full Managed Service solution featuring streamlined processes and close control of suppliers
- Running weekly project implementation meetings, led by a dedicated project manager
- Conducting presentations for hiring managers before the solution's launch
- Staging roadshows and producing user guides to communicate processes and information on using systems
- Reviewing and sourcing additional suppliers, including ten IT specialists
- Creating a candidate attraction strategy involving maximising internal mobility, employee referrals and an on-line recruitment strategy.

## THE RESULTS

**The initial offering proved so successful that, today, Carlisle Managed Solutions provides Ernst & Young with a full recruitment offering throughout the UK. When the time came to extend the solution to the company's IT business, the relationship's strength helped ensure rapid and successful implementation. Ernst & Young has benefited from:**

- **£350,000 savings on permanent fees and £95,000 savings forecast for the current year on temporary staff**
- **Averaging 78 temporary and 34 permanent placements a month**
- **Consistencies such as standardising temporary placement inductions with permanent staff procedures**
- **Time savings and productivity improvements with Carlisle Managed Solutions taking care of the entire recruitment process**
- **IT business project implemented within two months of initial meeting**
- **A renewed contract in July 2007, extending Carlisle Managed Solutions' remit to cover IT recruitment and increase direct hires to 40%.**



**Carlisle Managed Solutions**

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