



KPMG CASE STUDY HIGHLIGHTS

KEY FACTS

- Required a recruitment solution that delivered consistent processes to over 24 regional offices
- To handle all temporary, permanent and contract recruitment for Office and PQ Finance staff
- Centralised management information
- Linked Human Resources and accounting systems

KEY RESULTS

- £780,000 savings in the first year alone
- Outstanding satisfaction among hiring managers and candidates
- Robust management information on hand
- Resources freed for strategic focus



"I have worked with various members of the Carlisle Managed Solutions team for about two years. They have proved invaluable in the service they have provided, leaving me to concentrate on my work while dealing with staffing and recruiting issues. They have worked to develop a relationship where I feel I am able to trust and rely on them to manage recruitment for me."

Operations Manager, KPMG

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

With regional offices employing different processes throughout the country, professional services organisation, KPMG, suffered from recruitment inefficiencies.

KPMG sought proposals from suppliers to offer a consistent selection process for permanent and temporary staff across the UK. The client also requested that the solution treat candidates equally throughout its regions while improving cost management and effectiveness.

What's more, the solution needed to provide the client's internal recruitment teams with more time to focus on other tasks.

THE SOLUTION

As a national enterprise with offices throughout the country, KPMG required a solution that embraced its complexities in a single, unified solution.

Working closely with KPMG's staff, our team took the time to assess the organisation's requirements before constructing and implementing an offering that catered for its regional and national demands. Our solution involved:

- Deploying a dedicated onsite team
- Establishing a single point of contact for all resourcing needs
- Analysing and standardising pay rates and supplier margins
- Introducing pricing arrangements, including decreasing margins for longer assignments
- Standardising permanent placement fees
- Implementing a unique refund scheme
- Designing and implementing a consistent and comprehensive resourcing process
- Introducing a technology solution that linked with the client's Human Resources department and accounting systems
- Providing self-billing and e-payment systems.

THE RESULTS

Today, Carlisle Managed Solutions handles all temporary and permanent recruitment for secretarial and administration staff throughout the UK. This amounts to 600 permanent and 1,200 temporary placements each year. The service has provided:

- **Savings of £780,000 in the first year alone**
- **Centralised management information and purchasing power**
- **More time for the resourcing manager to focus on strategy**
- **Process enhancements enabling Carlisle Managed Solutions to handle 140 permanent job placements during the summer of 2006**
- **Satisfaction scores of over 95% among hiring managers and temporary staff.**



Carlisle Managed Solutions

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