



NM ROTHSCHILD AND SONS CASE STUDY HIGHLIGHTS

KEY FACTS

- Required new managed service provider for its London operation
- To handle all temporary recruitment for all staff except IT
- Implemented a seamless transition from existing provider
- Included new recruitment areas and implemented manual processes for relevant departments

KEY RESULTS

- Made superior management information immediately available
- Exceptional satisfaction among hiring managers and temporary workers
- Delivered consistently high-quality candidates
- Standardised and streamlined processes



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

Leading global banking organisation, Rothschild, was looking for a replacement managed service provider for all its temporary service needs across three London offices.

The bank had worked with two solution providers since adopting a managed service for temporary recruitment in 1999. Seeking a reliable recruitment partner for a third time, the company was clear about its requirements: consistently high quality and vetted candidates; reliable and enduring account management; excellent management information; and a smooth transition from its current provider.

THE SOLUTION

Carlisle Managed Solutions implemented the transition from the previous provider seamlessly in just eight weeks. At every step, the team diligently met the expectations of Rothschild's hiring managers. What's more, the team worked closely with the client to provide temporary recruitment across a wide variety of roles within three London offices. Our solution involved:

- Enhancing candidate matching and vetting procedures
- Improving the induction and training programme for all new temporary workers
- Establishing contracts with all existing suppliers and sourcing new suppliers
- Standardising and streamlining processes, including process mapping to aid change management
- Introducing an end-to-end online recruitment system
- Training line managers and temporary workers on new systems and processes
- Introducing ASL
- Researching the client's market to provide quality candidates at reasonable rates
- Expanding the recruitment remit to catering and switchboard roles
- Capitalising on VAT advantages.

THE RESULTS

Thanks to the enhanced processes and efficient practices, Carlisle Managed Solutions ensures Rothschild consistently benefits from candidates with the required skills. The organisation can also rely on a dedicated consultant working exclusively on the contract. Since the contract's launch in May 2007, Carlisle Managed Solutions' offering has resulted in:

- **100% satisfaction with Carlisle Managed Solutions among hiring managers**
- **100% of hiring managers stated they would rehire the temporary worker**
- **94% of hiring managers rated their worker as good or excellent**
- **Consistently high-quality candidates through accurate selection and benchmarked testing**
- **Greater efficiency through improved internal processes and remit expansion.**



Carlisle Managed Solutions

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carlislems.co.uk T 020 7562 1700