



# DRIVING DIRECT SOURCING FOR THE CONTINGENT WORKFORCE

## HIGHLIGHTS

- Reduced agency spend by 11% in 18 months
- Direct sourcing increased from 0% to 98%
- £3.7M cost avoidance in agency fees

## CLIENT OVERVIEW

Our client is a global leader in payments processing technology and solutions. They operate reliable and secure proprietary technology platforms that enable merchants to accept a vast array of payment types, across multiple channels anywhere in the world.

## BACKGROUND

Allegis Global Solutions (AGS) has been supplying contingent hiring services to our client since 2014. Prior to the implementation of the AGS solution, all contingent workers were sourced from agencies. This added significant, unnecessary cost to our client's solution. Our priority was to move away from this reliance on agencies and drive direct sourcing to maximise cost savings.

## SOLUTION AND IMPLEMENTATION

The move towards direct sourcing represented a significant change in how hiring managers recruited for their contingent requirements.

Initially, this proved challenging. New relationships had to be formed and built with stakeholders, from the ground up. We had to establish trust and demonstrate that our team of recruiters were subject matter experts, with a true understanding of their business and the financial services market. We had to win the hearts and minds of our client's hiring managers and deliver the level of service excellence they expected from a managed service provider.

AGS built a high performing team of onsite recruiters with the skills and knowledge required to deliver a direct sourcing solution.

We needed to demonstrate that we had the expertise to source quality candidates without needing to rely on specialist agencies. We had to prove that we were true talent consultants.

We did this by creating a culture of excellence in the following ways:

- Ensuring consistent, informative communication
- Introducing two way requisition discussion with hiring managers, focussing on strategy and giving our consultants a real understanding of the business area and the requirement
- Agreeing sourcing strategies and timescales upfront – then achieving them
- Identifying the best talent available on the market, both active and passive, and building a talent pool of available candidates

## SOLUTION (CONTINUED)

- Carefully controlling the process and the candidates, keeping them fully informed at all times
- Acting as advisors and resourcing subject matter experts to our client and their stakeholder groups

It takes time and dedication to earn a hiring manager's trust. Our perseverance, and commitment to providing excellent service were essential to gaining this trust.

We demonstrated, through our readily available talent pool and proactive sourcing strategies, that we had access to better quality, more cost effective candidates than our client's legacy agencies did.

## INNOVATION

The success we have achieved for this client is attributable to the principles and approach of our unique, improved operating model, The AGS Way.

The AGS Way is our philosophy about people, technology, high quality people interactions and being a talent advisor. It has been designed to improve all programme touch points with hiring managers and, more importantly, the candidates. At every stage of the process we enhance our client's brand message to engage the very best candidates.

We look at each stage of the recruitment process to improve effectiveness, consistency and, therefore, the quality of hire:

- High touch hiring manager engagement
- Genuine knowledge of the client and the industry
- Highly consultative and collaborative approach
- Consistent candidate experience

## RESULTS

AGS has been working successfully with our financial services client since 2014, and we continue to deliver excellent results.

### Service performance

- Agency spend reduced by 11% in the first 18 months
- Direct sourcing increased from 0% in year one to 98% in year three, delivered consistently in the last 12 month period
- £3.7M cost avoidance in agency fees in the last financial year alone

“ **THEY [AGS] ARE EXCELLENT, WE SEE THEM AS AN EXTENSION OF OUR OWN TEAM.** ”

~GLOBAL HEAD OF TALENT



### 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-focussed solutions that make a difference for businesses worldwide.

