



Service Delivery Recruitment Solutions

# Contents

- ❑ Company Background
- ❑ Organisational Structure
- ❑ Capabilities within Service Delivery
- ❑ Eurobase Approach in indentifying the right talent
- ❑ Success stories and clients
- ❑ Screening Process
- ❑ What we offer

# Company Background

**Eurobase People is part of the Eurobase International Group, which for the last 21 years has provided innovative software solutions and high calibre IT recruitment services the clients globally**

- ❑ Strong financials allowing stability and long term client partnerships
- ❑ Fully compliant procedures and practices in line with REC and group ISO9001 quality accreditation

**Our internal database provides comprehensive and flexible searching facilities allowing the best candidates to be sourced quickly and effectively**

- ❑ A fully qualified internal database of over 100,000 candidates
- ❑ Access via online job boards to an additional 250,000 candidates
- ❑ The ability to cover the majority of technical skill-sets within various markets at short notice

**Our primary goal is to forge a strong working relationship with all of our clients that is built on trust, a thorough understanding of their business needs and a first class delivery of services**

- ❑ Eurobase People is on various supplier listings for high volume and multi disciplined Consultancy/MSP/RPO accounts such as AMS, Hyphen, Hays, Steria, Logica, EDS, Unisys and Getronics
- ❑ These and many other Consultancies/MSP/RPO organisations have utilised our Service Delivery capability for IT staff

# Organisational Structure

**Eurobase People have in place an established and effective Service Delivery division, which allows us to cover high volume of both permanent and contract requirements within various skill-sets and at short notice**

**Within our Service Delivery Division we work to very strict time-scales and ratios**

- We qualify and submit candidates within 48 hours of receiving a requirement
- Limit our submissions to a maximum of 3 per requirement, unless instructed otherwise by the client
- Ensure we remain extremely selective on which candidates we submit to our clients requirements
- Ensure that we do not submit unsuitable or unsolicited CV's to any of our clients

**Our Service Delivery Division is made up of two areas called Vertical Search and Key Accounts**

- Vertical Search is made up of 3 teams of 5 consultant that specialise in specific technical requirements
- Key accounts is made up of 4 account managers and a pool of 10 flexible resourcers covering various skills
- Both teams work closely together ensuring we have the capacity to cover all requirements

**Our clients have one primary contact within Eurobase People who will**

- Manage the general day-to-day contact
- Communicate with our internal subject matter experts regarding live requirements
- Ensure communication flows effectively and is not disrupted by having too many contacts
- Establish a strong working relationship and a thorough understanding of the clients business needs

# Capabilities within Service Delivery

**Whilst we are usually able to cover most SD requirements that are sent to use, we are always open and honest and if we feel that we would not be able to find suitable candidates or add value we will inform our clients of this at the earliest opportunity**

- ❑ Able to cover the majority of core technical requirements and business/functional roles
- ❑ Dedicate account Manager supported by 5 SD Consultants with over 25 years combined experience
- ❑ Strong up-to-date knowledge of the Public Consultancies/MSP/RPO marketplace gained through data mining of related media and networking our contacts and candidates
- ❑ Multilingual consultants ensuring that we are able to cover additional European Counties including Italy, Netherlands, Spain, Germany and Belgium
- ❑ Market test and trend surveys allowing us to offer our Consultancies/MSP/RPO clients up to date market and pricing information
- ❑ Assistance on bids ensuring a close working partnership in securing project and consultancy wins

# Eurobase approach in identifying the right talent

## **We use multiple methods when sourcing and screening candidates and this includes**

- Advertising and searching on various job search engines including Jobserve, Jobsite and Monster
- Searching our own internal database of over 100,000 candidates
- Utilising online networking site such as LinkedIn and Xing
- Attending various technology driven conference/networking events
- Securing referrals through other reliable sources

## **When assessing candidates we ensure suitability by way of an initial assessment that can take up to 1 hour to complete**

- In-depth telephone screening at which time we give candidates full details of the requirement
- Face-to-face meeting can then also take place, dependant on timescales availability of the candidate
- Confirmation that their skills are an ideal match along with their rate and availability
- If appropriate, confirmation of security level including current security level and the issuing office
- References are also taken and if requested can be passed on to our client prior to the CV submission stage

## **Optional assessments and tests dependant on the request of the client**

- Technical testing and psychometric testing
- Checking of educational documents
- Criminal record and credit history checks

# Success Stories and Recent Wins

## **Rated as a top supplier in performance and contractors out with many of our clients**

- ❑ Over 150 contractors working at various clients sites across the UK and Europe
- ❑ Due to our partnership approach we are regularly asked to assist our clients with market trend surveys
- ❑ Often requested to assist with niche requirements that other PSL member are unable to adhere too.

## **Successful and recent supplier contract awards include**

- ❑ CSC – Alexander Mann Solutions
- ❑ Logica
- ❑ Accenture
- ❑ Computacenter - Hays
- ❑ Barclays Group
- ❑ Hyphen

## **Jaguar Land Rover - Onsite**

- ❑ Reduced client costs by removing the need to have client staff on site
- ❑ New consultancy agreement secured on behalf of our client due to improved relationships
- ❑ Increased placement numbers moving from 5<sup>th</sup> to 2<sup>nd</sup> place
- ❑ Increased revenue through additional contractors and project wins

## **Logica – Increased Productivity**

- ❑ Initial screening and testing
- ❑ Face to face interviewing
- ❑ 48 Hour turnaround from initial screening to face to face interview
- ❑ 80% success rate from interview to hire

# Screening Process

## **To ensure we fall in line with EAA regulations and REC recommendations**

- ❑ We always secure relevant documentation along with an accurate and up to date CV
- ❑ Check passports, visas and permits to ensure our candidates are legally entitled to work in the UK
- ❑ Secure candidates permission via email for us to submit their details to our clients
- ❑ Assist in reducing any duplication issues through correct qualifications

## **We work with 3 independent screening companies**

- ❑ Assist us with pre-employment checks including qualification, credit scoring and criminal records
- ❑ Check employment history and experience levels by way of referencing
- ❑ Confirm on educational levels through training and certification checks
- ❑ Conduct pre-determined testing allowing us to thoroughly check a candidates suitability

# What we offer

## **We have a solid background of working with Consultancy/MSP/RPO organisations**

- ❑ We service many Consultancy/MSP/RPO accounts via Sole, PSL or ASL agreement
- ❑ Placed many candidates via SD agreement in to various clients including CSC AMS, Accenture, EDS, Hyphen, Barclays Group, Logica, Getronics, Steria and Computacenter Hays
- ❑ Completely confident and proficient in providing both contract or permanent requirements across all locations
- ❑ Able to cover the majority of technical skills and business/functional sectors

## **We have a structured approach and understanding on every requirement that we work**

- ❑ We do not attempt to cherry pick specific roles or cut corners
- ❑ Appreciate that at times a significant amount of the roles we cover may not even be filled by the PSL
- ❑ Will offer an honest opinion on the requirement and the possibilities of sourcing candidates

## **We have a good understanding on the importance of building a solid relationship**

- ❑ A transparent and honest working relationship
- ❑ Building a strategic delivery partnership with similar goals and aspirations
- ❑ Striving to become the number 1 supplier on all our accounts through hard work and professionalism
- ❑ Achieve a sustainable delivery model that offers healthy and achievable success for all parties

## **We have a strong working ethos that ensures**

- ❑ We remain professional at all times as we are seen as an extension of our clients business
- ❑ When speaking with candidates we ensure that we discuss the clients business in a professional way
- ❑ Only attract the best candidates that have the correct levels of professionalism and technical knowledge
- ❑ Ensure that all candidates fit in with our clients expectations and business needs

Eurobase International have in excess of 200 customers worldwide across the group including;



Services Delivery Recruitment Solutions