

## Provider of Imaging and IT Solutions | Technical Trainer Project

Volt's client was rolling out a new business critical Enterprise Resource Planning (ERP) application across their business. For this project, they required circa 25 accomplished, professional trainers to work on a 6 month contract in 18 separate locations across the UK and Ireland. The role consisted of classroom based training to approximately 8-10 people per session, and required the candidate to have experience training technical, service and engineer employees. Volt placed 100% of these roles.

### BUSINESS CHALLENGE

The client's UK wide programme required trainers in various locations across the country. They requested that all agencies met and interviewed prospective candidates before drawing up a shortlist to send for interview. This meant that Volt's representative needed to have a full understanding not just of the technical skills but also of the interpersonal skills that the client would be looking for.

Volt's other challenge with this project was to gain the confidence and buy-in of the proposed candidates as the client wished to withhold 15% of the payment until completion of the project.

### OUR SOLUTION

After identifying suitable CVs, Volt's representative travelled the length and breadth of the UK interviewing potential candidates to judge their suitability. The chosen candidates were then placed into already established interview slots to compete against other agencies for the role in that location.

Each candidate was fully prepared for the role thanks to the literature Volt supplied as well as an in-depth conversation with Volt's representative.

### RESULTS

Volt's consultant managed to place 100% of the roles. Due to this success and the thorough understanding of the client's requirements that had been demonstrated during the process, Volt was also given further roles to exclusively work on. Placing the right candidates in these critical positions enabled the client to deliver their project on time and within budget.

### Business Needs Addressed

- Supplying resources required for the implementation of a new business critical ERP application across the business
- Servicing multiple customer locations using one single point of contact
- Face-to-face interviewing to assess cultural fit as well as technical ability prior to shortlisting candidates

**Length of Relationship:** Since 2002

### Operational Impact

- Effectively and efficiently filling each role required by the client enabled them to deliver their project on time and within budget
- The fact that Volt placed all the required trainers for the project resulted in the co-ordination and ongoing maintenance of contractors to be minimised

### Client Profile

**Industry:** Imaging products and digital solutions

**Founded:** 1976

**Employees:** 1,450 (in the UK and Ireland)

**Operating Countries:** Worldwide

**Business Overview:** A leading innovator and provider of imaging and information technology solutions for the home and office environments. The company's main business focus is in two clearly defined market segments: Business Imaging and Consumer Imaging.