

Global Publishing Company | Excellent Client Service

Volt's client was implementing a strategically important and complex financial reporting transformation programme. The required technical resources were not available internally, so Volt provided a highly valued project team, and relevant resources on an on-going basis over a 3 year period.

BUSINESS CHALLENGE

Volt was engaged to provide a team to a client for a high profile project. The challenge was to find consultants/contractors with both the technical expertise and the experience of working on financial reporting/finance compliance projects.

OUR SOLUTION

Volt's Account Manager worked in partnership with the client's Project Director to plan the desired resources and to successfully deliver the required project team and on-going resources for the project.

The key to the relationship was the constant face-to-face contact/on-site meetings with both the project team and the Project Director. Volt's Account Manager listened to and reassured the team when they encountered some political challenges during the project, acting as a mediator for issue resolution (e.g. negotiating flexible working arrangements, overtime rates).

There were many challenges during the 3 year period including instances where the company needed to find resources as a matter of urgency so that the project timescales were not affected.

RESULTS

The project was successfully implemented across the global organisation. Volt's Account Manager has had a continued relationship with the client since 1996, with the company continuing to provide high quality candidates on both a contract and permanent basis as part of the client's preferred supplier lists.

Testimonial

"Volt's Senior Account Development Manager was able to provide many high level Oracle consultants in line with the job requirements we provided, which saved us a lot of time. We used many agencies to get the right people on board. In practice 90% of the positions were filled by Volt and I was surprised they were able to deliver results where other agencies simply did not offer any suitable candidates. In addition to being a great recruiter, Volt's Senior Account Development Manager is also able to understand projects and corporate culture. I really enjoyed working with her over a three year period. She would be the first contact I approached if I was looking for staff in the UK."

Project Director

Business Needs Addressed

- Business continuity, cost savings and process efficiency
- Rapid response to urgent contract resource needs and permanent resource requirements
- Delivering against tight deadlines (often without formal sign off) and sometimes challenging daily rates/salaries

Length of Relationship: Since 1996

Operational Impact

- Volt advise on daily rates and continuously source high quality candidates, ensuring the company remains cost effective, particularly in a rising market
- Quality is key to the resources recruited. To ensure that new contractors and permanent employees are able to gain credibility from day one, Volt's Account Manager interviews all candidates who are submitted, fully briefing them on the business environment and any recent business changes as well as checking references prior to start
- The Account Manager is on-site every 2-3 weeks ensuring face-to-face contact with all Volt contractors. Regular meetings with hiring managers facilitates meaningful feedback, particularly regarding activities such as forward resource planning and handling contractual issues/ problems

Client Profile

Industry: Publishing

Founded: 1880

Employees: 7,000

Operating Countries: A global company (24 countries)

Business Overview: The world's leading publisher of science and health information, serving more than 30 million scientists, students and health and information professionals worldwide