



## Managed Service Provider Case Study

### Background to the opportunity

In 2011, Mane Contract Services Ltd were invited to tender as a Managed Service Provider (MSP) for a major UK special purpose engineering organisation with multiple sites across the UK.

The organisation were seeking to work with one, reputable recruitment partner to operate a MSP. It was important that the chosen MSP operator understood the clients business and who can add value to, and streamline efficiencies in the recruitment supply chain.

At the time of the tender, the customer organisation were running >90 agency staff, through multiple agencies, using different pay dates, timesheets and processes. It was inefficient and time consuming across many departments of the business.

The tender process was concluded in August 2011 and Mane Contract Services Ltd were appointed as the Managed Service Provider.

Mane appointed Richard Ramjee as the Account Manager of the MSP. Richard's background prior to joining Mane was engineering and he was therefore able to add huge input to the shaping of the new recruitment process.

### Immediate benefits realised by the customer organisation:

- All agency staff no longer needed to create and communicate timesheets, as a result of moving to Mane's electronic online timesheet system
- Hiring managers in recruiting contract staff, both in terms of speed and quality of candidates being presented
- Finance staff and line managers no longer receiving and having to authorise multiple invoices
- The output of the production facility improved, in that the candidates skills were being more reliably tested as a result of the on-site Trade Testing (Mechanical and Electrical testing) being run by Mane's Account Manager (Richard Ramjee)
- HR communicating with a single agency reducing multiple contacts and communications

### Additional to the above customer benefits, the candidate experience has also been maximised.

- All vacancies are fully understood and briefed to the 2<sup>nd</sup> tier supply chain
- Feedback has become more consistent in terms of accuracy and timescales
- The onsite Trade Test also includes a site tour supported by Mane's Account Manager and Team Leaders from the customer organisation

Mane value this close working relationship hugely and we recognise this as a true partnership. Mane support and attend the customers 'family days', Christmas party and summer BBQ.

### A testimonial from the HR Director at the customer organisation:

*"Since that time, we have been hugely impressed by the professionalism and responsiveness of the staff at Mane. Naturally, there have been issues during the changeover, but Mane have always supported us in defining and implementing a quick and satisfactory resolution. The second tier agencies are managed well, and we have weekly attendance by a dedicated account manager to*

*address contractor queries, and Richard Ramjee, Our Account Manager has, in particular, delivered all we could wish for in an agency.*

*On reflection, this is an activity I should have undertaken years ago – but I was nervous about the potential loss of access to the necessary local contract staff. I should not have been concerned – I have learnt to trust Richard’s advice and my team, and the business, have benefited greatly.*

*I would be happy to discuss our experience with any prospective customer of Mane.”*