

Boots - Contractor Managed Service



Primary objectives:

- > Ensure contractor rates were market appropriate
- > Streamline management overhead
- > Improve the quality of the existing hiring process
- > Improve management information quality
- > Reduce overall risk

Boots IT is leading some of the largest and most complex programmes of work in the UK retail sector.

The personnel working on these programmes are a combination of permanent employees, consultancy partners / service integrators and interim contract staff. There were a high number of interims contracting direct to Boots through numerous suppliers. The lack of control, no formalised processes, no standardised rates, no financial controls, no governance and lots of risk, highlighted a requirement for a staffing partner to provide a managed service to include the transition of all IT interim professionals under one supplier and to manage the supply of all new interim IT staff.

To ensure benefits were delivered as soon as possible, ReThink appointed an implementation manager, two months prior to the contract start date, to audit the existing contractor base and manage the transition of existing contractors.

ReThink then confirmed and clarified all contractor data and agreed with Boots' management the scale and scope of the transition:

- ✓ Rate card agreed based on all existing roles
- ✓ Implementation actions, processes and owners agreed

ReThink appointed an experienced Onsite Delivery Manager, supported by a resourcing team. The team is responsible for the management of the entire contractor population and all BAU/newly sourced contract IT staff.

Responsibilities include:

- > Ensuring Boots is fully aware of market changes through the timely provision of market information and trends
- > On boarding of all new contractors
- > Face to face briefings with Boots management team
- > Agreeing recruitment processes and timescales (based on pre-agreed service levels)
- > Use of a range of sourcing methods and consistent selection techniques
- > Briefing and managing 2nd tier suppliers
- > Regular review meetings to discuss service and agree improvements; use of customer satisfaction surveys etc.

Results:

ReThink has implemented a RPO service for Boots IT for the supply and management of all contractors in the department. The service started in September 2010 and the contract is for three years. Key results to date include:

- ✓ 'Go live' target date achieved
- ✓ A full-time Onsite Delivery Manager on site
- ✓ A dedicated local delivery team
- ✓ Consolidated billing and time sheeting
- ✓ Introduction of controlled recruitment process
- ✓ Compliance and Governance measures
- ✓ Currently manage 96 contractors on site
- ✓ Realised savings of £350k per annum using the new rate card

"The finding and recommendations that ReThink made have been followed through and ReThink have been appointed as the Recruitment Process Outsourcer of all contract resource. In the first 3 months they successfully recruited circa 30 top flight IT people. The original objectives of improving compliance, process improvements, speed and quality of hire and cash savings are already evident. Such has been the success that ReThink have already been approached to help with permanent recruitment. I would fully recommend ReThink to any company experiencing the same difficulties, their team are flexible and easy to work with, reflective of their understanding of the dynamics of the retail environment." - Colin Swanston, Director of IT Business Development".

ReThink
Talent Management

