

A close-up photograph of two women in business attire. The woman on the left is wearing glasses and a blue blazer over a light blue shirt. The woman on the right is wearing a light grey blazer over a white shirt. They are both smiling and looking at a tablet held by the woman on the left. The background is a bright, out-of-focus office environment.

A DEFINITIVE GUIDE TO OUTSOURCING
VOLUME 1: MANAGED SERVICE PROVIDER (MSP)

Think about all the administration and compliance involved in recruiting top talent. The invoicing of multiple agency vendors. The (online) timesheets for contractors. The exorbitant costs of advertising your vacancies. A lack of suitably qualified candidates. The list goes on...

Wouldn't it simplify your life if you could hand all that over to an expert? A provider who can generate cost efficiencies, mitigate recruitment risk and above all find you the talent you need, when you need it most – minimum fuss and maximum impact. And all while having an industry expert on-site with your team, 100% dedicated to you.

At Resource Solutions, we know only too well that there is no 'one size fits all' solution. The recruitment landscape is changing at a rapid pace and there have been notable developments in the industry. We're excited to be shaping this ground-breaking journey. We know that if we are to keep providing you with a service that meets your growing needs, we also need to adapt and offer flexible solutions.



In this short, three-volume series we're going to help you decide which model of outsourced recruitment might be best for your business by exploring the three models in detail:

- 1) Managed Service Provider (MSP)
- 2) Recruitment Process Outsourcing (RPO)
- 3) Total Talent Acquisition (TTA)

Whatever you may be doing now, or planning to do in the future, we believe there is something relevant for your organisation, no matter what stage of the process you're at.

Throughout the series we reference results from a survey of 500 HR professionals, conducted by Resource Solutions for their 2018 Recruitment Outsourcing Insights report. These help identify the 'talent conundrum' facing businesses and HR professionals.

In this first volume of our series, we will help you build a case for the outsourcing of your temporary recruitment using a Managed Service Provider (MSP) model.

You can find all three volumes of this series on our website: www.resourcesolutions.com

SOLVING THE TALENT CONUNDRUM

- Over a third (36%) of the 500 HR professionals surveyed said that high quality talent attraction is their biggest challenge
- The top three priorities for organisations when putting together a long-term hiring strategy are:

68% 1) Talent attraction

47% 2) Staff retention

43% 3) Employer branding



CONTENTS

6	MSP TAILORED FOR YOUR TEMPORARY TALENT
10	COST CREATING ECONOMIES OF SCALE
14	COMPLIANCE ADHERING TO THE RULES
18	TIME THE MOST PRECIOUS OF COMMODITIES
22	TECHNOLOGICAL KNOW-HOW INTRODUCING TALENTSOURCE
24	IN SUMMARY

MSP TAILORED FOR YOUR TEMPORARY TALENT

Given burgeoning and fluctuating workforce requirements, many organisations have come to require skills that they either may not have in-house, or if they do, don't have enough experts to tackle their projects. Given the rise of the 'gig' economy, organisations are having to tap into the wealth of talent and the specialist knowledge that resides in the contingent or temporary labour force.

A Managed Service Provider (MSP) takes care of all your temporary recruitment – identifying, attracting, on-boarding and off-boarding the talent that your organisation needs to flourish. It offers you end-to-end control and visibility of your contingent, non-permanent workforce, providing with you with a cost-effective and compliant solution.

Leveraging the organisation's own candidate pools, an MSP will help reduce the reliance on external agencies, saving on the high transaction costs of using multiple vendors. Long time-to-fill periods are also avoided and the calibre of talent is far higher. An MSP will realise these potential savings and optimises the deployment of your contingent workforce.

‘TEMPORARY’ IS HERE TO STAY.

4.7m There are an estimated 4.7m contingent workers in the UK (Office for National Statistics, May 2017)

46% 46% of HR professionals say that 1 in 5 of their employees will be non-perm by 2020 (PwC, 2016)

2% Permanent placements in the UK fell by 1% year-on-year, whereas contract placements increased by 2% (Association of Professional Staffing companies, 2017)

52% 52% of companies expect to maintain or increase their level of freelance or contract work in 2018 (Resource Solutions, 2018)

Let's look in more detail at some of the key reasons why you might want to outsource the management of your contingent workforce to an MSP.

1. COST CREATING ECONOMIES OF SCALE

Drawing on its deep industry expertise and knowledge of the contingent worker market, an MSP provider will streamline the recruitment process, cutting out third-party agencies where necessary to deliver cost efficiencies to HR and procurement teams.

The MSP provider partners with your organisation to not only source candidates with the right skills who are legally compliant. It also makes sure that all workers fit into the organisation's culture and, importantly, can hit the ground running and add value from the outset.

The MSP provider will use its knowledge of the market to negotiate the best fees and terms, so that organisations can hire the top talent at the most competitive rates.

Hourly to daily rate conversion can lead to a reduction in overtime charges applicable to contingent workers, while pay rate benchmarking and rate cards can also be implemented for all temporary workers. Your organisation therefore can control costs, particularly for hires who may fall outside any maximum pay ranges.



CASE STUDY

COUNTING THE COST

Ahead of the General Data Protection Regulation (GDPR) taking effect on 25 May 2018, one of Resource Solutions' professional services clients required a team of experts to support their Financial & Legal advisory teams meet their legislative requirements.

What challenges did this assignment pose?

Finding 12 data protection specialists within a very tight timeframe was the hardest part. These specialist skills were in extremely high demand given the complexity and short timeframe to implement the regulations.

How did Resource Solutions manage to source these data experts?

Using a combination of job boards (Indeed, Monster and Jobsite) and active searching via LinkedIn, Resource Solutions' dedicated account team moved quickly and engaged with the individuals before they were approached by competitor organisations.

What other measures did you take to guarantee success?

Resource Solutions managed to fill all roles without the need for third-party agencies. Given the shortage of such candidates, Resource Solutions extended offers to 15 candidates, and even though three declined, they still had enough in reserve to meet the client's expectations.

KEY RESULTS

£3,400

Direct hiring saving per month, per candidate.

26 days

Time to hire: **26 days** for all 12 candidates

2. COMPLIANCE ADHERING TO THE RULES



‘TEMPORARY’ IS HERE TO STAY.

- 83%** 83% of UK companies don't have procedures in place for freelancers, contractors or gig workers (Deloitte, 2018)
- 42%** Almost half of businesses (42%) are worried about government regulations governing the contingent workforce (Deloitte, 2018)

Keeping up with the legislation surrounding the contingent workforce is proving to be difficult for many organisations. Understanding and putting into practice compliant procedures throughout the recruitment cycle can be problematic at the best of times.

By outsourcing the management of their contingent workforce, organisations no longer have the headache of dealing with that administrative burden. Instead, these workers are employed by the MSP, whose team of compliance experts will deal with all administrative and legal matters.

CASE STUDY

REMOVING THE RISK

When asked by one of their banking clients in 2017 to carry out a comprehensive audit of their consultant spend, Resource Solutions set about looking at how they could generate cost efficiencies without compromising the high quality of candidates needed.

What did they find?

Resource Solutions discovered that up to 90% of Statement of Work (SOW) suppliers (via employment agencies) provided time and material-based contractor resources. This required the implementation of a consultancy conversion project for their Centre of Excellence (COE) due to new work directives.

What was the biggest challenge?

Resource Solutions' account team managed to deliver the conversion programme efficiently despite a lack of initial data. They clearly defined a communication and engagement strategy to ensure that everyone was fully motivated and kept up to date with developments.

Tell us about risk mitigation

This is a fundamental part of all Resource Solutions programmes. All the consultants that moved across to the MSP had to undergo a rigorous pre-employment screening, ensuring that they were all up to the required standard. Resource Solutions took away all the risk by applying a 'zero tolerance' policy on any failed screening tests.

What else did Resource Solutions achieve?

The project received global sponsorship from the CIO and is to be expanded across the business. The work of the Resource Solutions team also led to the implementation of a new set of directives for future SOW engagements (covering areas such as tenure, project delivery and milestones).

KEY RESULTS

£5.5m

Total savings (2017)

450

Number of consultants (converted to Ltd. company contractors)

Hiring managers can therefore focus on their business priorities in the knowledge that all processes and procedures regarding their temporary workers, independent contractors, staff on their payroll and any Statement of Work (SOW) engagements (temporary contracts that are billed on the successful delivery of a project) are all monitored and managed by the MSP.

Working in partnership with an MSP gives you peace of mind. Not only are all of the checks and balances in place for your contingent workers but these skilled professionals have also been carefully vetted and screened – saving you precious time and money.

3. TIME THE MOST PRECIOUS OF COMMODITIES

One of the most important benefits of an MSP is the flexibility that it affords organisations and the fact that they don't have to add to their headcount. To meet changing demands, specialist expertise is often required at a moment's notice to work on projects of different duration.

By providing an online payrolling service for its contingent workforce, an MSP generates a single invoice for the client, which vastly reduces the time involved in back office processes – eliminating the need for multiple vendor invoices, which then delivers greater time and cost savings. Secure online timesheets reduce timesheet fraud and the risk of human error.

Contingent workers often enjoy higher levels of job satisfaction, as they can work in a more flexible way while also reaping the benefits of greater variety of projects and broader experience. An MSP will also be able to identify those individuals who would be interested in moving from temporary to permanent positions.

CASE STUDY

TIME IS OF THE ESSENCE

A high-profile banking client decided to partner with Resource Solutions to help them meet stringent timescales for a major migration project relating to the institution's ownership.

What was different about this project?

The sheer volume of candidates that Resource Solutions had to source in a relatively short timescale. In total, the client required 177 contractors to work across different business departments.

Were there any specific skill requirements?

Resource Solutions needed to find specialists with skills in no fewer than nine areas of expertise: financial crime, risk, cards, transactions, data migration, HR, digital, finance as well as mortgages and payments.



Did they encounter any other hiring challenges?

Resource Solutions not only had to search for contractors from a range of industry backgrounds but also with different levels of experience, depending on the needs of the departmental hiring managers. It varied from graduates all the way up to senior managers.

KEY RESULTS

8.7days

Time to hire

13days

Pre-employment screening: **13 days** per contractor (on average)

14%

Attrition: only **14%** of contractors left before end of assignment (vs. industry average of 20%)

TECHNOLOGICAL KNOW-HOW

INTRODUCING talentsource

As part of Resource Solutions' overall RPO and MSP offering, they are proud to offer their clients their very own industry-leading, proprietary ATS and VMS recruitment technology application – talentsource.

Following a major two-year improvement programme, which started in 2016, Resource Solutions incorporated the latest mobile responsive technology to provide organisations with the ultimate in candidate and client experience.

Supporting end-to-end lifecycle tracking of your permanent and temporary workforces, as well as SOW models, using Resource Solutions' application means no money spent on any third-party recruitment technology.

talentsource – at a glance

- Agency and non-agency source management
- Fully branded candidate career portals
- Contractor management (timesheets and invoicing)
- Real time management information
- Social media integration

The numbers:

- £2bn+ recruitment spend managed (annually)
- 40,000+ global users (weekly)

IN SUMMARY

In this first volume of our series on outsourcing your recruitment, we've explored the facts and figures to help you build a business case for adopting a Managed Service Provider (MSP) model.

We've shown how MSP is tailored for your temporary talent, creating economies of scale, helping you adhere to complex rules, and saving you time - the most precious of commodities.

In volumes two and three we explore Recruitment Process Outsourcing (RPO) and Total Talent Acquisition (TTA). Wherever you are on your recruitment outsourcing journey, we believe there is something relevant for your organisation in this series. If you would like to find out more, please contact us using the details overleaf.

You can find all three volumes of our definitive guide to outsourcing on our website: www.resourcesolutions.com.





CONNECT WITH US

 [linkedin.com/company/resource-solutions](https://www.linkedin.com/company/resource-solutions)

 @RSOutsourcing

 [ResourceSolutionsRPO](https://www.youtube.com/ResourceSolutionsRPO)

Janine Chidlow, Managing Director, EMEA & AMER

janine.chidlow@resourcesolutions.com
[@janinechidlow](#)

11 Slingsby Place, St. Martin's Courtyard
London WC2E 9AB
+44 20 7071 7000

7 Times Square, Suite 1606
New York, NY 10036, USA
+1 646 712 9469

Simon Bradberry, Managing Director, APAC

simon.bradberry@resourcesolutions.com
[@simon_bradberry](#)

6 Battery Road #22-01
Singapore 049909
+65 6228 0200

Australia
Belgium
Brazil
Canada
China
France
Germany
Hong Kong
India
Indonesia
Ireland
Japan
Luxembourg
Malaysia
Netherlands
New Zealand
Philippines
Portugal
Singapore
South Africa
South Korea
Spain
Switzerland
Taiwan
Thailand
UAE
USA
Vietnam

Resource Solutions is a provider of Recruitment Process Outsourcing and Managed Service Provider solutions. We have delivered these solutions to leading organisations since 1997 and manage a recruitment budget of over £2 billion on behalf of our clients. As part of the Robert Walters Group, our business has considerable resources at its disposal. With a truly global footprint across 28 countries, we're able to work in close partnership with organisations and manage everything from global accounts with demanding resourcing strategies to single sites with lower recruitment volumes.