

How **Xerox** introduced
consistently excellent
staff and saved money

I CAN

...and I have

As Xerox discovered, channelling all temporary recruitment requirements for all of its sites through Manpower's Master Vendor solution cut major costs and introduced essential management control procedures.

The **challenge**

Too many suppliers within an organisation can result in lack of control, not enough accountability and excessive back office costs.

With more than thirty different temporary recruitment service suppliers being used within the organisation, Xerox understood these problems only too well. "In terms of accounting, it was a major invoicing issue," says Tony Currant, Business Consultant for Xerox. "And there was no set protocol for recruiting temporary resources. Every one of our entities had its own ways and means."

That was just in the UK, where Xerox employs hundreds of temporary staff throughout its main six sites. Xerox also hoped to achieve a level of continuity across its European operations. A major overhaul of its temporary recruitment methods was clearly needed.

Meeting the challenge

The solution

Following an extensive six-month assessment process, in which twenty-six recruitment agencies were initially approached, Xerox selected Manpower as its partner.

Xerox was already familiar with Manpower's high standards of service, and its recommendation of a Master Vendor programme fitted Xerox's needs perfectly. The programme means that all of Xerox's recruitment needs are channelled through Manpower. If Manpower is unable to fulfil a particular vacancy, it turns to a selected small group of employment agencies (where specially negotiated rates have been agreed).

"There were two key reasons why we chose Manpower: cost and ability to support us across Europe," recalls Tony. "We were also impressed with their recruitment processes and capability to deliver the skill sets we needed. All of this was demonstrated when we visited their other client sites. They clearly had experience successfully handling large-scale programmes like ours.

Feedback from internal customers is consistently excellent

The benefits

For the past eighteen months, Manpower has been delivering a European solution to Xerox and – when local employment legislation permits – operating a Master Vendor solution.

In the UK, Xerox is Manpower's largest Master Vendor operation with a turnover of £24m last year. Throughout three of its sites are fifteen on-site Manpower staff who work exclusively on the Xerox account, with the support of Manpower's branch network.

The initiative has saved Xerox millions of pounds.

"Everything is now managed by Manpower so that we only process one invoice," explains Tony. "In addition to the direct savings, there are plenty more that we can't measure. For instance, our managers typically interviewed between five and ten individuals per job. Now,

as Manpower understands our needs, a maximum of three people are interviewed."

In the UK, Manpower – within areas of very low unemployment – has achieved a 97% order fulfilment against a 95% target.

"We are very satisfied with the quality of staff we receive. Feedback from internal customers is consistently excellent," says Tony. "We also get a number of extra services from Manpower, such as employment analysis of the local market and bespoke training products which have been designed specifically for Xerox."

**Manpower PLC, International House
66 Chiltern Street, London W1M 1PR
Tel: 020 7224 6688**

There were two key reasons why we chose Manpower: cost and ability to support us across Europe

www.manpower.co.uk
MANPOWER
THE WAY WORK CAN BE