

How **Tidi** make one  
call to find engineers  
throughout the UK

Every few weeks, Tidi (The Independent Digital Installers) must find twelve engineers, in different parts of the country, at very short notice. The company turned to Manpower for rapid response, reliability and an all-inclusive service.

#### The **challenge**

When Tidi get 'the call' from New Sky Digital, it's all systems go. They have less than three weeks to find twelve qualified engineers within a specific area of the UK who are ready to join Tidi immediately – and permanently.

Tidi Ltd, part of the Longreach Group plc, installs digital satellite systems. As well as having the necessary qualifications, their engineers must possess good interpersonal skills as they are working in private customers' homes. Such a combination of skills is clearly in high demand, making Tidi's challenge even greater.

I CAN

...and I have

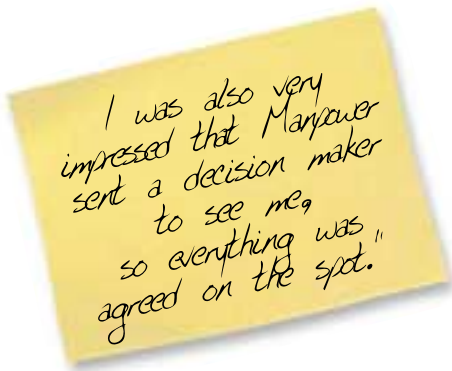
# Meeting the challenge

## The solution

When Tidi first won the Sky contract last year, the company contacted various recruitment agencies. Says Keith Palmer, Tidi's Managing Director:

"Our chief executive recommended Manpower and out of the companies I saw, Manpower was the one that could fulfil all my requirements – and they were the most competitive."

"I wanted an organisation that could find candidates, vet them, interview them, conduct a police check, provide me with a local office to interview candidates and generally look after us. I was also very impressed that Manpower sent a decision maker to see me, so everything was agreed on the spot."



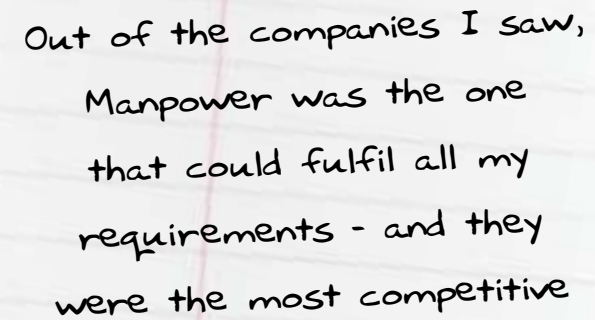
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## The benefits

Having now successfully recruited nearly one hundred engineers, Manpower has proved itself a reliable partner company for Tidi.

In accordance with Tidi's wishes, Manpower has provided one key contact for the company. Says Keith: "Rather than deal with lots of different people, I wanted one person who fully understands my requirements. My contact took the time and trouble to get to know our business by attending training courses and meeting different people within the company."

As soon as Manpower receives notice from Tidi, the process begins. The local Manpower branch is contacted – Manpower has over 250 branches throughout the UK – and a major recruitment campaign gets underway under the direction of Tidi's key contact.



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"The first time I see a candidate is when they walk through the door at their pre-arranged interview time – and that's exactly the kind of service I need from Manpower," says Keith. "Out of those twenty candidates I see, I have no problem selecting twelve. Manpower work hard for us and there is tremendous pressure because of the timing – but they always come up trumps."

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