

Professional service  
helps **Inter Group**  
recruit in a high  
employment area...

Inter Group, a leading provider of travel insurance services, need continuous recruitment of staff to handle increasing business. Being located in an area of high employment the Group require expert support from recruitment professionals to achieve this. Inter Group were very disappointed with agency services before coming to Manpower, but since working with Manpower, they have:

- Reduced management time devoted to interviewing
- Obtained and retained high quality staff through Manpower's excellent selection and assessment process
- Increased recruitment levels.

I CAN

...and I have

# Meeting the **challenge**

## The **challenge**

Inter Group Insurance Services Ltd., is an insurance intermediary providing a sales, assistance and claims service for a number of travel insurance contracts. The client base includes: Asda, Churchill, Argos, TravelCare, and Boots.

The company has grown rapidly over the last four years, and now operates from three locations, including Alton, near Winchester – an area of high employment and above average wages.

## The **solution**

One of the turning points was to appoint a dedicated recruitment manager, who was identified and selected by Manpower. Within six months, Inter Group had recruited 80 further staff – 25% of them direct from Manpower.

“We had used other agencies but they wasted our time,” Helen Smith said. “They swamped us with low quality people on the basis that some would be bound to stick. Manpower were totally professional. They listen to our requirements,

offer thoughtful solutions and pre-select the right people. All the new staff from Manpower have proved capable and keen.”

Inter Group’s main demand is for contact centre staff. The Manpower assessment and induction programmes used in selecting these staff identify all the hard and soft skills required – and increase retention levels.

## The **benefits**

The success of Inter Group’s recruitment and their productive partnership with Manpower are delivering the staffing levels needed for their business growth.

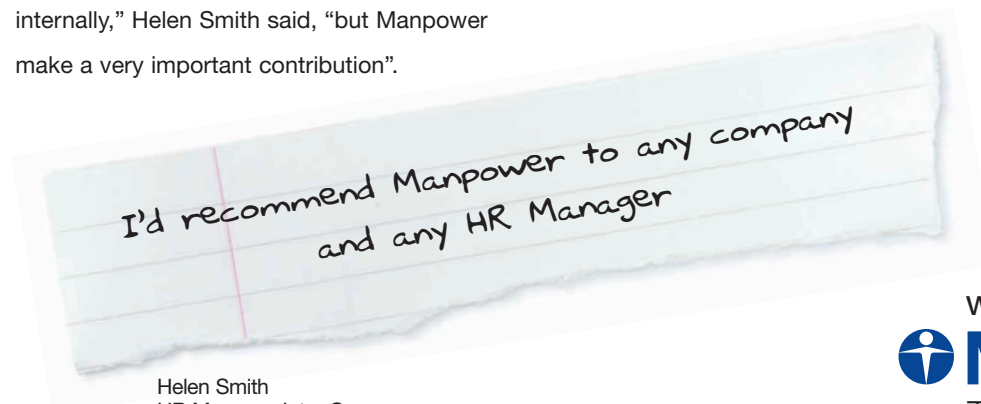
“The bulk of our recruitment is done by us, internally,” Helen Smith said, “but Manpower make a very important contribution”.

“Working with them has been a complete pleasure. They are one of the only agencies we will use now, and I’d recommend them to any company and any HR Manager.”

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Helen Smith  
HR Manager, Inter Group



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