

Manpower Field Services

Outsourced and in place



Re-engineering your business

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Whatever your need, our people, experience and technical infrastructure can help turn the burden of managing projects and people into a long-term business benefit. As markets tighten, more and more businesses have to strike a balance between controlling costs and improving quality and service standards. The solution for many is to put specific business areas in the hands of an expert. The benefits are numerous: time, money and physical resources are saved; employer liabilities are often reduced; commercial flexibility is increased; and the management team is free to focus on what it does best.

More often than not, companies seek specialist help with one of their technical functions. The engineering area is a

logical choice as it's founded on a specific set of skills and relies on a highly flexible team that tends also to be mobile. Indeed, if you already employ a team of engineers, you'll be familiar with the logistical and technical challenges that go with it.

Against this background, it's clear that a specialist partner can make all the difference. Your business could be looking for a third party to manage an entire technical function, or perhaps it intends to outsource a portion of its technical workforce. Alternatively, you may need to bring in an organisation that can work closely alongside your management team and run a specific project or function, including its non-technical elements.

Technical solutions from a people perspective

Too often, organisations view technology in isolation. We don't. We believe that technological changes invariably have HR and resourcing implications; we make people the starting point of all our projects, whether the emphasis is on the delivery of a business function or the management of a workforce.

Perhaps more than any other organisation in our market, we have the resources and background to support this unique approach. Our UK-wide network of recruitment consultancies represents an unrivalled store of resourcing knowledge. From these foundations, we've developed a knowledge of individual business sectors and disciplines that means we're able to manage technical workforces and functions of every size and description.

More than this though, our people-focused approach adds a vital extra dimension to all our solutions. For projects that involve outsourcing a technical workforce we guarantee clients high quality, highly trained people, as well as reduced employer risks and enhanced flexibility. Projects involving the outsource of a technical function are helped to sit within a larger commercial framework. And when we're insourcing a business area or project on behalf of clients, our people based approach helps us ensure employee and cultural qualities are successfully aligned.

A breadth of expertise for a variety of needs

Whether it's a question of technical outsourcing or insourcing, there's a good chance we have the answer. The breadth of our engineering team means important routine work such as maintenance or installation can be delegated to us. Or why not call on our specialist engineering support on either an ongoing basis or for one-off turnkey projects? Not forgetting, of course, everything in-between.

Our credentials speak for themselves:

An impressive national network: we have over 2,000 engineers and technical specialists UK-wide, proficient in every aspect of **cabling, installations** and **configuration**. We also have a state-of-the-art support infrastructure including intelligent call scheduling and screening, enabling us to tackle the full range of **asset management and audit** responsibilities. Plus, we handle parts management and inventory as part of our **warehousing & logistics** offering.

Fully trained, experienced professionals: whatever the size or scope of the project, our **task-managed engineering** capabilities promise that you can be sure we'll have the right people in the right place doing the right jobs at the right time. Couple this with **HR resource management, training solutions** – and a service we call **People Plus**, which adds extra support to mobile workforces – and you will have what many of our clients know is an invaluable offering, whether in full or in part.

Major industry experience: we work with a variety of significant worldwide companies across the IT and Telecoms sector, all of whom enjoyed increases in productivity, efficiency, quality and consistency thanks to the benefits our flexible, responsive service affords.

How we work with you is no less impressive:

On-site management: our people can quickly integrate into your business, relieving you of all responsibility for recruitment, payroll and training, and all to an agreed level of technical service – the quality and brand sensitivity of which is guaranteed by SLAs and KPIs. We can also provide expert interim management as circumstances dictate.

Bespoke technical project work: we can tackle an area of business that tends to be ad hoc and notoriously difficult to plan for – from simple office moves through to the provision of complete fibre optic infrastructures connecting voice and data users across different sites.

Full end-to-end outsource: we can deliver the repair and service of technical equipment with full scheduling management, utilisation of engineers, warehousing, procurement and logistics of parts.

But it doesn't end there. Thanks to strategic partnerships with industry leaders in software, logistics and communications, we can answer all these needs and more, providing you with a total solution. In short, we're a one-stop shop for everything you need. And we mean everything. The only limit to how much responsibility we can shoulder is how much you want us to take on. Plus, our sheer size means we can negotiate excellent rates which, for you, mean increased flexibility and lower risk.



A specialist team doesn't have to have narrow skills

A flavour of the specialist services we can offer.

Cabling

We provide a fully certified and comprehensive cabling solution that's warranted for a minimum of fifteen years. Our highly skilled installation teams are conversant with CAT5, CAT6, CAT7 and fibre optical solutions. We're also a certified system installer for the IBM product range and the BICC Millennium product.

Installations

Delivering quality project solutions throughout the UK, Eire and overseas, and operating in the EPOS, PC networking and Comms environment, our comprehensively trained computer installations teams provide a full range of services. Ranging from simple 'place and plug' installs to commissioning complex Hubs and Routers – as well as warranty and preventative maintenance. We provide dedicated project management, ensuring full customer support from initial brief to completion.

Configuration

Our specialist configuration team is brimming with highly trained bench engineers who are skilled in all aspects of build and testing services. Controlling projects in-house, we can guarantee that all specifications for builds are met. We also provide support for most hardware and software platforms in use today.

Asset Management/Audit

With our Asset Audit Service behind you, your business can successfully lower the total cost of ownership of IT assets and infrastructure. We provide a range of services, from relatively simple asset inventory – using manual or network mediated methods – to comprehensive bespoke asset management programs.

Procurement

We've experience of purchasing a huge range of vehicles, tools and IT equipment at extremely competitive prices. And through our mature and well-established network of contacts, we can procure everything from gel-based superglue to patch-panels and leads.

Warehousing/Logistics

Our excellent warehouse facilities guarantee secure storage with detailed stock control of all client hardware. We can also provide a controlled delivery and collection service to all UK mainland sites (as well as locations abroad) to meet any client need.



Task Managed Engineering

We employ engineers and technical specialists nationwide, each one a fully trained and experienced professional. We'll work closely with you throughout a project's duration, putting rigorous service level agreements in place and providing detailed management reports. This provides an integrated, client-centred strategy to ensure seamless end-to-end outsource delivery, whether on pilot or transition projects. Plus, we use intelligent scheduling, and have a reputation in our industry for quality partnership agreements.

Human Resource Management

Highly adaptable, we directly employ our staff and can manage their payroll and HR administration as well as development and training. Where appropriate we will also put in place an extended benefits package: Manpower Professional. Comparable to the sort of packages enjoyed by permanent employees, this will bring your people market-leading benefits while limiting your exposure to employer risk, controlling your cost base and maintaining flexibility.

People Plus

We support our mobile workforces with everything they need from communication to vehicles and tools. Using our UK-wide network of HR Managers, we have the experience to manage staff remotely, ensuring that projects and functions are delivered successfully, costs are kept low, and quality and flexibility are second to none. What's more, we can also transfer client workforces to our employment, providing a reduction in cost base, increased flexibility and a fast, efficient service to customers that reflects our clients' values and customer care policies.

Training Solutions

The crucial elements in the success of any project are the retention, performance and morale of its people. We measure and develop these areas by benchmarking skills and salaries and implementing progressive training and career development programmes. Our bespoke training solutions ensure that your people are always perfectly equipped for the task in hand.

Interim Management

When you've a short-term project to lead or your managers are being under-utilised, Interim Management is sometimes the answer. We have experience in finding the right Managers for your business, whether the opening is for a few months or indefinite.

If you could make your business more efficient without having to make more effort, would you?

Case studies

Technical outsourcing at work

A quick answer

Over the course of six months, BT was opening two call centres in Scotland; one in Alness and one in Thurso. Both needed a complete networked solution – and all within five weeks. This involved full CAT5 SFTP structured cabling for voice and data (1,800 points per site), fibre optic links, tie cables, a network solution for the call centre management system and a 'clocking in' system for the call centre staff.

A dedicated team, including a project manager, a supervisor and three engineers, were assigned to fulfil these requirements. Calling on their vast experience of providing cabling solutions for IBM and Manpower – often under tight deadlines – the cabling team was able to complete both projects to time, in budget and with a 0% failure rate on both the voice and data network.

Our contact at BT described our service like this:

“Working closely with the client, offering flexibility and very fast turnaround, high standards of workmanship, along with very competitive pricing, have proved Manpower’s strength and success.”

A smooth transition

Xerox employed a field-based mobile workforce providing field engineering support to over 100,000 clients across the UK. A very significant proportion of their staff, as well as the customer servicing contracts it covers, are now under our complete management, since we were chosen as an experienced partner to maintain Xerox's high-quality standards. We manage this workforce on an output, task management basis, scheduling engineers from point of customer request to job closure UK-wide. We also enjoy an extended arrangement to service a much wider, more technical range of Xerox products – an arrangement that's transparent to the customer and invaluable to our client.

By keeping the workforce informed and addressing their key concerns and issues, as well as those of our client's customers, we ensured service was unaffected during the employment transition. Our team stayed in constant touch with the workforce, communicating developments

and addressing specific issues via mailshots and seminars with every employee having a personal contact to support them throughout the process.

Since the transition, Xerox have seen a 'real' 15-18% reduction in costs plus close to a 10% increase in productivity. As well as lower costs and increased productivity, the amount and type of equipment we've helped Xerox take on continues to grow – making the true value of the partnership clear. Xerox employees (now Manpower staff), are guaranteed continuation of service, and attrition levels run at just 3% – our seamless transition meaning a better deal for employees, employer and customers alike.

A major improvement

When a major IT blue-chip solutions provider inherited difficulties from a third party equipment maintainer after securing an outsourcing contract with a major drinks and leisure company, they turned first to us as their complementary workforce partner.

The previous supplier hadn't invested in staff development and training, leading to high attrition and to unsatisfactory performance levels. In just eight weeks, our team worked with this company, and their client's HR department, to transfer everything in-house – smoothly reassigning all legal and other appropriate undertakings from the previous employer for a staff of 30.

Employee improvements included each engineer being provided with a vehicle, laptop and mobile phone, all sourced in record time across the country. Once the transfer had been successfully completed, our HR management team set about benchmarking salary and skills and implementing performance management processes. The end result of which was two very satisfied customers – ours, and theirs.





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