

# > Leaders of workforce and recruitment solutions



**Pertemps**  
**Managed Solutions**  
the face of recruitment 

By aligning our client's business strategies with our expertise in Recruitment Process Outsourcing, Managed Service Programmes and Flexible Output based Services we deliver the full spectrum of recruitment and workforce solutions businesses need to meet the challenges of today and the future.

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We deliver real, innovative and responsive total workforce acquisition and management solutions designed to support your strategic, operational and geographical objectives.

Our managed service solutions provide seamless blends of permanent, temporary and contingent hiring, drawing from our experience of the talent sourcing marketplace and our integrated outsourcing capability.

Offering a one-stop-shop, covering all your resourcing needs, we work seamlessly alongside your Executive, HR Talent Acquisition and Operational teams to provide a holistic approach to your total talent covering permanent, contingent and temporary hiring.

Utilising state-of-the art total talent management technology platforms you will gain total visibility of your entire talent pipeline and supply. By enabling true understanding of your talent landscape, we can support you to build the most appropriate blend for your workforce whether permanent, flexible, or future talent - wherever and whenever you need them to achieve your business goals.

Our team of subject matter experts analyse your needs and implement a solution totally aligned to your needs that's built out of a combination of our award-winning, modular services that sit across the entire talent acquisition journey: from employer branding right through recruitment to talent management.

Whether you need to ensure your brand stands out, improve Employer Value Proposition and Net Promoter Scores or build an engaged talent pipeline, we can scale to your recruitment needs for now and the future. By engaging with Pertemps Managed Solutions you will achieve real cost savings, a streamlined recruitment process, reduced time to hire, improve employee engagement and a more engaged and productive workforce than ever before.



## > Managed Services

# 02

Pertemps Managed Solutions help our clients to hire the best talent: a better quality of hire, better retention rates and overall better business performance with our flexible and agile Recruitment Process Outsourcing (RPO) models.

Whether you have a need to outsource your Talent Acquisition function or an urgent need to scale up your business, entering new markets, acquiring new businesses or tackling hard to fill roles, Pertemps has subject matter experts and the experience to provide you the right solution. Whether it's just one stage, a short-term project or an end-to-end embedded requirement, we can build a solution suited to your needs from our unique combination of our digitally-enabled modular services.

Underpinned by embedded leading technology tools such as application tracking systems, vendor management systems such as PAWS, compliance vetting and referencing, personality profiling and testing tools, online talent pipeline and nurturing software and video interviewing software, Our Recruitment Process Outsourcing solutions deliver expert consultancy and highly trained teams to work closely with you, both offsite and embedded within your organisation, to understand your business and support your strategic, operational and geographical objectives.

Pertemps always work as a "trusted Partner", so acting as your strategic partner, we have dedicated agile resourcing teams within our shared service delivery centres delivering proactive routes to hiring talent, enabling you to scale up for large-volume recruitment and hone in for specialist, hard-to-find skills –we can scale quickly to meet your needs.

From identifying candidates for live vacancies to building talent pools, our RPO solutions deliver targeted sourcing channels relevant to your target audience and hiring needs. We design our solutions with the candidate and stakeholder experience at the heart of everything we do. These are continually measured and reported on in conjunction with a full suite of talent pipeline and acquisition reports.



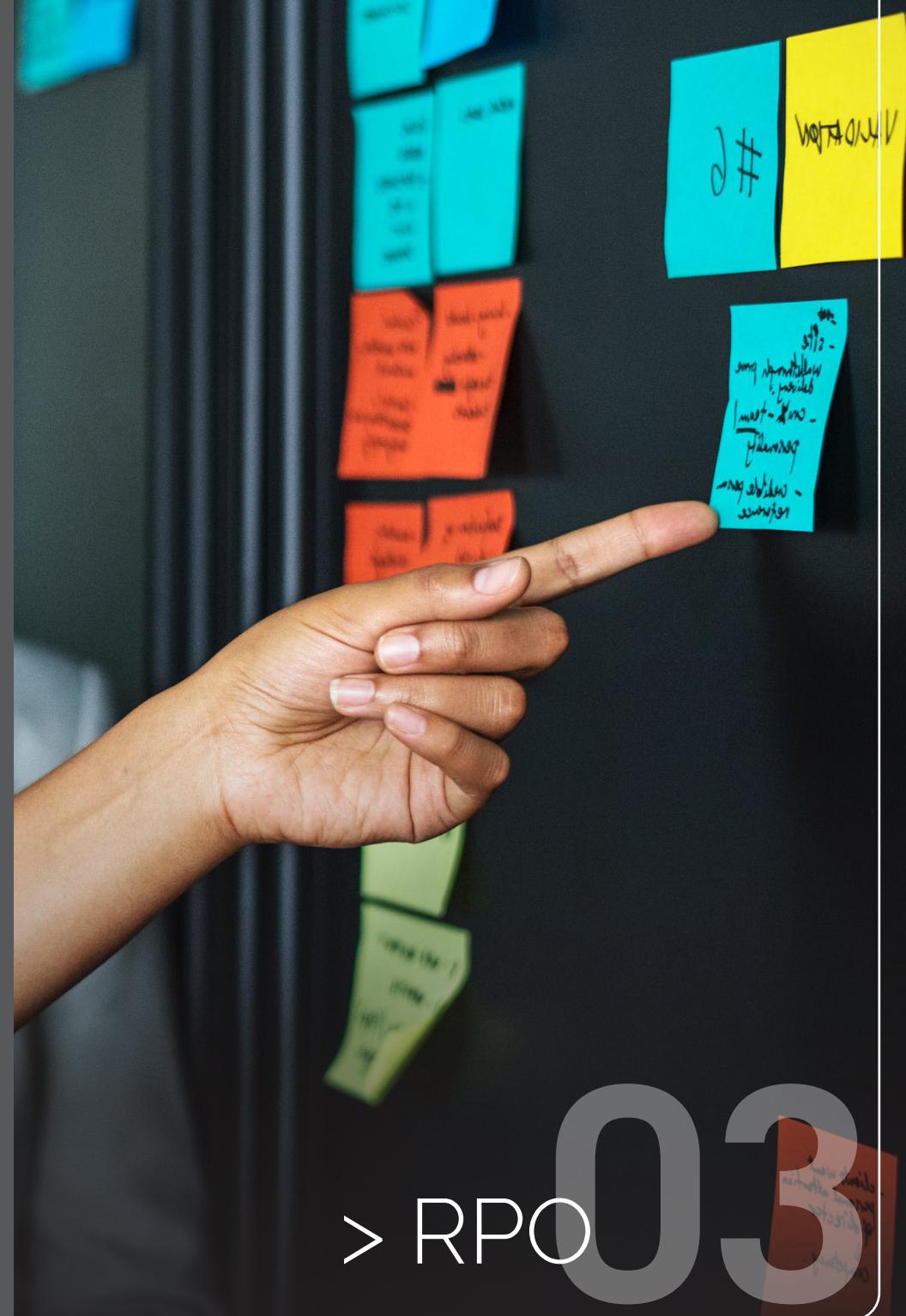
> RPO 03

Additionally, our 'tech-stack' includes branded and customised candidate portals, linked to your careers website, bringing your employer brand to life throughout the hiring process whilst improving employer value proposition (EVP) and net promoter scores (NPS).

For clients with complex hiring requirements our RPO solutions merge seamlessly with our larger Managed Service programmes providing full end-to-end talent acquisition capabilities.

Typically covering external and internal permanent hiring, contingent (Interim, Contract and Temporary) and Future Talent needs we embed our talented and highly trained experts in your business, supporting them with the dedicated and fully scalable teams based off-site in our Shared Service Delivery Centres. Our agile teams are comprised of specialists in sourcing, interviewing and screening, administration, market research, attraction, branding and business intelligence.

By engaging with Pertemps Managed Solutions, you will achieve real cost savings, a streamlined recruitment process, reduced time to hire, and a more engaged and productive workforce than ever before.



> RPO 03

No matter what industry you are in, all organisations experience fluctuations in hiring needs, from times when hiring slows down or halts completely to times when they encounter either unforeseen or planned hiring spikes typically at an accelerated pace or with short or tight deadlines.

Pertemps Managed Solutions understands that sometimes organisations struggling to meet a sudden need for talent or internal recruiting resources are stretched thin, hence as part of the Pertemps Managed Solutions service offering via our RPO division, we enable companies to engage an On-Demand Talent Acquisition provider which supports internal talent acquisition teams or resourcing teams to build the bridge to enable and drastically improve your talent acquisition outcomes.

#### Benefits of engaging 'On-Demand Talent Acquisition'

- > Easily plug into recruiting programs,
- > We act and behave as your talent team and provide a consumer like candidate experience maintaining employer brand and EVP
- > Experts, technology and processes which work closely with the Talent team or hiring managers for the length of the engagement.
- > Access on and off-site expert recruiters to meet your talent and business goals.
- > Get the help you need immediately, with the ability to scale and flex as your demands change.
- > Pertemps Managed Solutions talent team follow your current processes and can adapt to utilise any of your existing technologies, so there's no disruption.
- > It's fast and effective, flexible and scalable.
- > Get extra sourcing and recruitment support for as long as you need it
- > Address urgent hiring needs without a long-term commitment.
- > Workforce Insights and performance management.
- > Vast talent networks across multiple industries and professions

A person in a dark suit and white shirt is holding and reading a newspaper. The newspaper is tilted, showing financial news. The word 'Business' is prominently displayed in large, bold letters. Above it, a headline reads '\$3 billion of 'over-borrowing' risks new global crisis, warns IMF'. There are also various charts, graphs, and smaller headlines visible on the page, including one about '664,790' and another about '16,800.12'. The background is a solid dark blue.

> On demand  
talent acquisition

## Expecting a spike in recruitment and need to act quickly?

Project RPO is similar to end-to-end RPO, particularly in terms of service design and capability, however the main difference is that a Project RPO solution typically tends to be delivered as a short-term solution, a means to provide flexible resource to an inhouse talent acquisition team to manage peak or as a bespoke set of work to support a business and is normally delivered in weeks or months depending on volume and scoped as a project.

Typically, organisations engage with Pertemps Managed Solution via Project RPO against defined projects. For example, you may be planning to open a new site, in a new area or respond to a new business win where you need to scale at speed and urgently require extra people be it Sales, Operations, Logistic, HR, IT, Professional Services or customer service personnel to name a few. Project RPO could help you quickly achieve that goal.

Alternatively, you may need to deliver on a very niche requirement. For example, you may be struggling to fill a role, but the requirements are so unique that the job requisition remains open longer than it should and getting pressure from the business and stakeholders to fulfill the role. Project RPO could help source the required talent, and ensure that the entire process runs effectively for everyone concerned.

Whether you want to hire 10 people or 200+, our innovative recruitment process provides you with unrivalled access to talent actively looking for roles, as well as connecting you to the talent that isn't actively looking to move but have the skills that you need.

Project RPO applies the same vigour and delivery mechanisms that a full RPO would provide however aligned to a project of work typically encompassing single or multiple hires or volume pieces of work that are defined and ensuring all positions are filled.

A man in a dark suit is seen from behind, standing on a curved staircase with a wooden handrail. He is looking out a large window on the right side of the frame. The wall behind him is made of light-colored bricks. The lighting is warm and golden, suggesting late afternoon or early morning. The overall mood is contemplative and professional.

> Project RPO

05

Managed service provision incorporating RPO, master and neutral vendor delivery models.

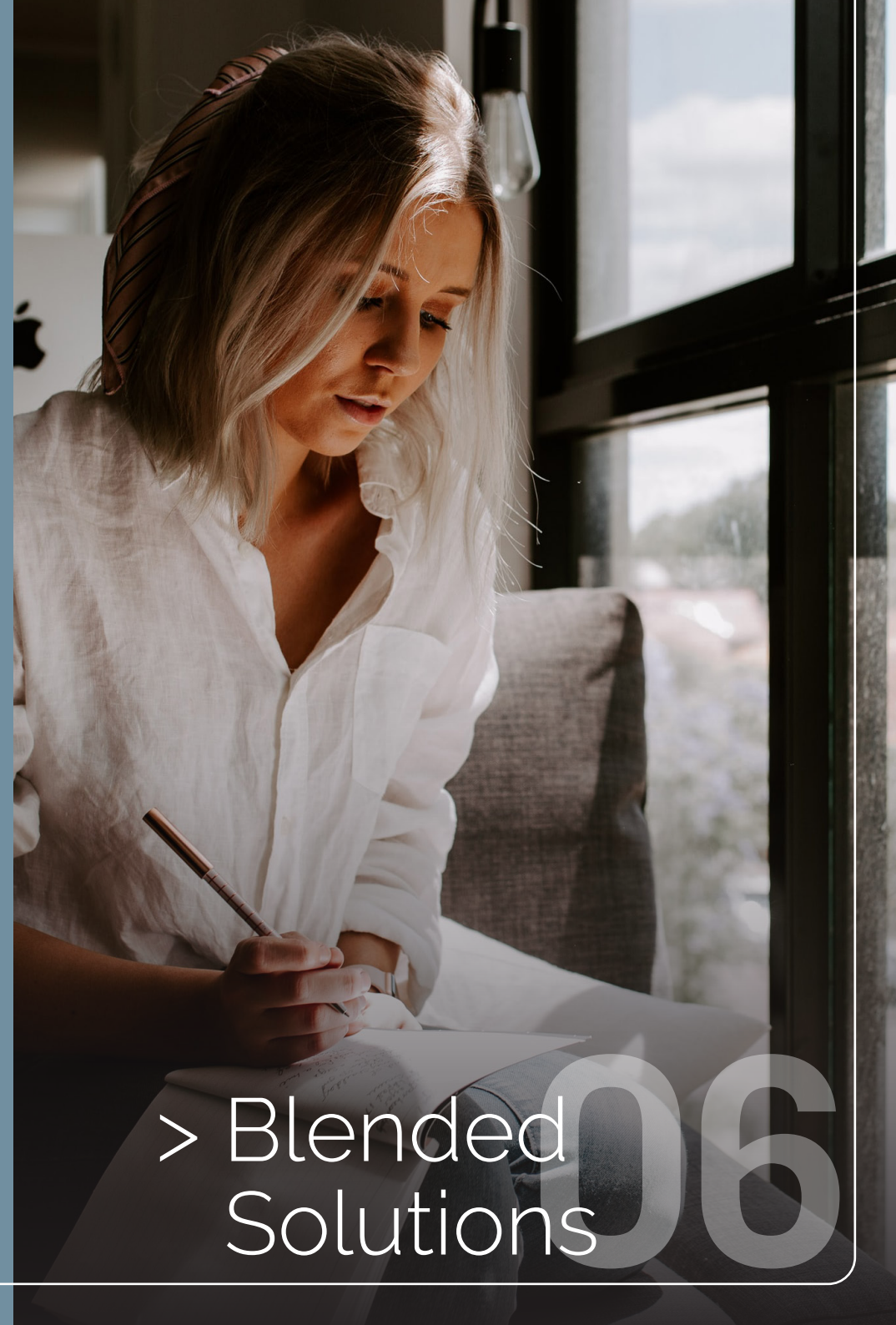
While outsourcing has emerged as an efficient and effective way to manage both contingent and permanent hiring requirements, to date, organisations largely followed a silo-based approach.

One service provider manages contingent hiring, while another manages permanent hiring, with non-existent collaboration and visibility across these two arrangements. In order to capture the value proposition of a total talent acquisition approach, organisations are moving more and more towards the evaluation and adoption of an integrated outsourcing model commonly called 'Blended RPO'.

At Pertemps Managed Solutions, we have many years' experience and a proven track record with our clients of combining our RPO and managed service offering into a blended RPO solution and therefore delivering a single, total talent acquisition approach.

#### Benefits of adopting Pertemps Blended RPO Solution:

- > Holistic management
- > Cost savings that can yield greater than independent RPO and managed service solutions
- > Solutions underpinned by market leading technology
- > Better alignment of workforce planning to overall business strategy
- > Competitive differentiation and higher employee engagement
- > Greater workforce flexibility
- > Standardised hiring practices and concentration of talent acquisition knowledge
- > Freeing up internal resources to focus on strategic talent management issues
- > Greater accountability, governance and compliance
- > Increased access to talent
- > Reduced time-to-hire against all open vacancies
- > Re-use and deployment of skilled contingent workforce
- > Smoother conversion of contingent workers to permanent employees
- > Total Talent Acquisition management information reporting



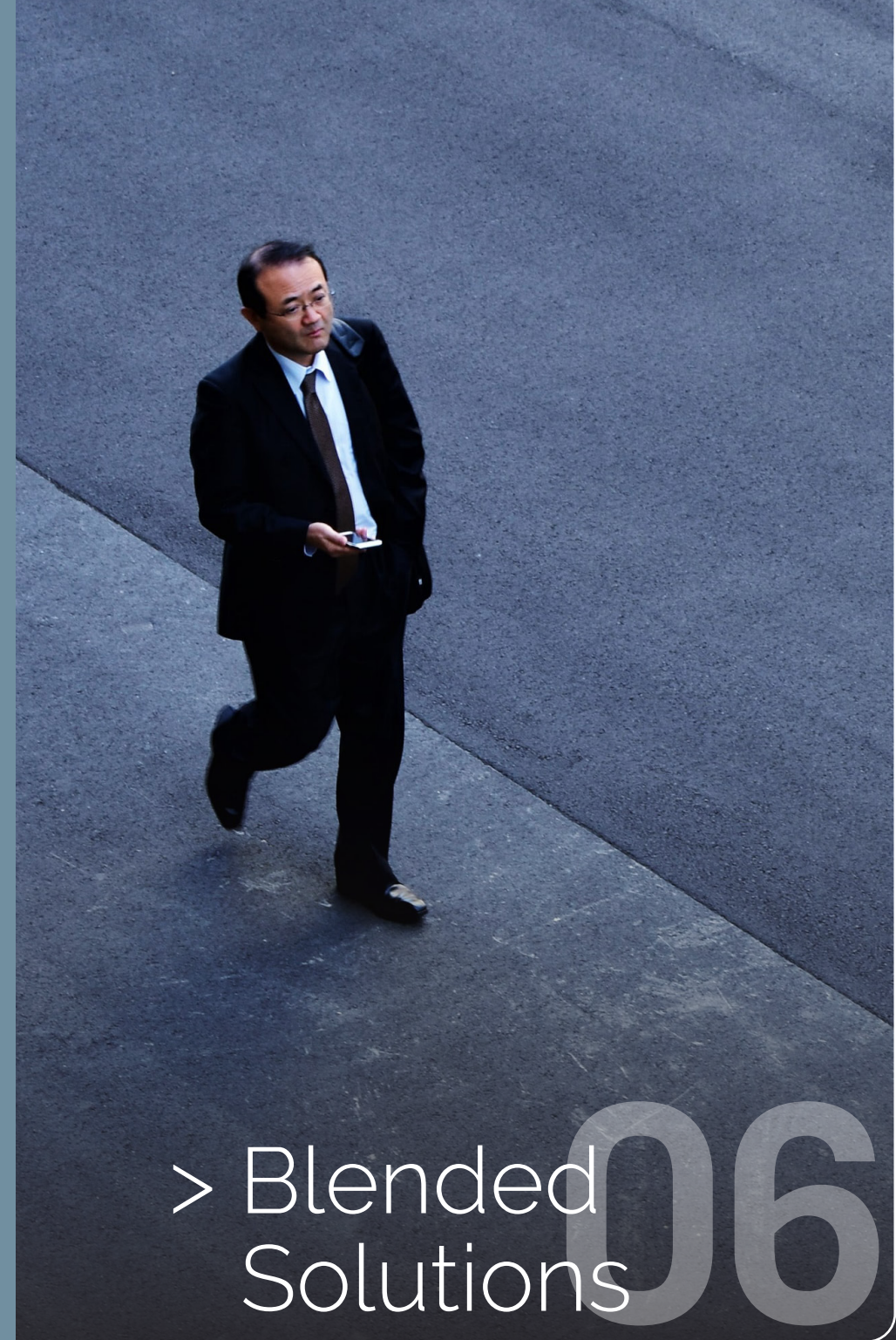
> Blended  
Solutions

06

## Why consider a Blended RPO Solution?

- > Attract and recruit talent to meet your growing contingent workforce needs
- > Ability to scale up or down given the unpredictable nature of the economy
- > Adapt to shifts in varying demographic expectations; contingent workers are seeking a greater work-life balance as well as the overlap in permanent and flexible talent pools
- > Utilise technological advances to do increasingly high-value activities from remote locations
- > Effective supplier management driving transparency, governance and compliance

With an increased demand from clients to provide a blended RPO and contingent workforce solution, Pertemps is ideally positioned to implement a total workforce solution.



> Blended  
Solutions

06

## Navigate the complexities of Future Talent, Students and Early Careers recruitment.

Pertemps approach for each of the Future Years recruitment streams differs. It has to encompass every changing factor including demographic profiles, emerging technology, shifting political, environmental and personal motivators. It begins by supporting clients with workforce plans, identifying the skill sets business will be looking for in the future and matching this with the expectations of Generation Z and your brand for an ultimate candidate experience.

Whether hiring apprentices, school leavers, placement students, graduates, postgraduates or interns, Pertemps brings extensive experience in campaign based volume recruitment with a deep understanding of types of Generations for example Y & Z and millennials giving us an appreciation of the significant differences between the characteristics and requirements of the different Future Talent streams.

With a blend of consultancy and recruitment process outsourcing, we partner with clients across multiple sectors to support them through the challenges they may face when recruiting onto future talent schemes.

Our award winning recruitment capability is paired with integrated solutions that cover the entire talent lifecycle whilst focusing on brand and candidate experience. This is underpinned by immersive technology enabling us to effectively and build and manage communities of talent.

Pertemps provides a range of flexible solutions, from supporting in-house teams with campus administration and sourcing, to delivering end-to-end programmes for attraction, screening, assessment and programme management across a variety of early career profiles including Graduates, Post Graduates, Interns, School leavers, Apprentices, Vacation schemes and Co-op programmes.



> Future  
Talent

07

From employer branding right through to talent offboarding and everything in between, we are able to offer a fully agile and modular approach to recruitment and talent management.

Managing over 100,000 people through recruitment processes each year for permanent, contingent or temporary roles, we have valuable expertise you can rely on. Based on our deep understanding of business process and the talent landscape, you can select the right modular services from our range of market-leading services across the entire recruitment process to deliver a scalable and adaptable solution that works for your organisation:

Our agile resourcing methodology modular approach offers your business the perfect opportunity to cost effectively outsource time consuming process elements enabling your people to focus on growing your business. Fully scalable, our models can be focused on any of the following talent acquisition and management processes:

- > Sourcing, sifting and attraction
- > Candidate screening including digital video solutions and gamification
- > Assessment and selection
- > Interview and selection
- > Offer management
- > Pre and post-employment screening – please contact us for our additional brochure detailing our background screening solutions
- > Contract preparation and signature

Whether you need help across the whole recruitment journey or just specific elements, everything we do is underpinned with expert consultancy and best-in-class technology. Whether it's for permanent or contingent talent, specialist skills or large volume recruitment, we'll save you time and money while driving up your workforce quality and business performance.



> Modular  
Recruitment  
Solutions 08

To succeed companies rely on attracting and retaining high performing executives to make a fundamental, positive impact on business performance.

In today's competitive climate it is key to get your recruitment right.

Our experienced Executive Search consultants have unrivalled networks across numerous sectors to ensure you have access to the best talent – delivering programmes to acquire senior executives for strategic positions.

Whether using our Executive Search talent teams based in our nationwide centres or embedding our teams within your business, we ensure that all executive hires are perfectly matched to your corporate objectives and culture.

With our market intelligence and best in-class research, our searches comprise of skill, expertise, knowledge, determination and the highest industry standards. Our highly experienced Search Consultants provide full end-to-end management of the entire search process, seamless link between senior management and experience hires, and access to flexible and scalable resources.

**Our expertise includes the provision of:**

- > Identifying, approaching and sourcing of senior talent up to and including board level
- > Market mapping to identify a particular level or skillset across a market sector
- > Provision of detailed profiling and testing of executive roles and candidates
- > Benchmarking and identifying trends and practices in specific sectors
- > Supporting diversity and inclusion initiatives at the executive level

By offering a transparent fee structure, a high level of client engagement and by working to agreed timescales we are able to help our clients reduce hiring times, increase quality and save costs.



> Executive  
Search

09

## We are the leaders of recruitment technology.

As subject matter experts within talent attraction, sourcing and acquisition solutions, one of Pertemps Managed Solutions USP to our clients is the access to innovation and technology to continuously support our clients in striving for the best of breed solutions.

The technologies are used to fulfil our solutions - even where we are often utilising our client's chosen technology. We continue to invest heavily in our "tech-stack" in all areas of the business to ensure we are working as effectively as possible and to ensure that the candidate journey and experience continuously improves.

### **Pertemps Managed Solutions analyses each of our client's requirements and builds the technology stack accordingly to provide:**

- > Transparent, robust and consistent processes
- > Seamless and continuously improving candidate journeys
- > As much automation as possible to create efficiencies in process and cost – plus de-risk certain areas of the process, e.g. pre-employment screening
- > Speed of hire and intelligently managed talent pools
- > Improved EVP

Implementing the right talent management system for your organisation, like any IT procurement process, can be very confusing and complex. However, unlike most systems on the market, our turnkey talent management solutions are fully customisable and integrates seamlessly with existing legacy systems.

This means our clients can utilise the full suite of interactive technology solutions switching on and off as required applicant, tracking and vendor management systems, total talent systems, AI, digital video Interviewing, assessment and testing, candidate nurturing, talent pooling and automated vetting and onboarding and LMS systems.

This not only promotes a consistent brand image for your company, but uses your existing application process, workflow, response and follow up correspondence systems. This links to your HR Management System (HRMS), social media, psychometrics, reporting tools etc. Our system fits in with your organisation, not the other way round.



> Talent  
Technology 10

Pertemps are one of the few organisations in the UK that can deliver strategic and tactical solutions across the whole employee lifecycle from workforce planning, recruitment, employee management right through to on-boarding and career transitioning.

Whether you require support for increasing HR demands, specific project or ongoing administrative activities Pertemps flexible, agile scalable solutions can be delivered operationally, geographically and commercially structured to best to support your business.

Pertemps HR and Consulting services delivers modular solutions that lower cost, increase efficiencies and allow you more time to strategically develop your business.

Consultancy and outsourced solutions we provide to support businesses to building a solid platform for the assessing, learning and development of your current talent or future employees include:

- > Talent Insight & Analytics
- > Diversity & Inclusion frameworks
- > Employer Brand & Experience strategies
- > Market & Competitive Intelligence
- > Workforce Planning
- > End-to-end Selection and Assessment solutions
- > Complete Payroll infrastructure
- > Learning and Development
- > Career Transitioning
- > Driver Training
- > TUPE
- > Organisational transformation

Wrapped around a wider talent acquisition model or as a standalone solution, our resolution is simple – to deliver the right solutions, in the right place and at the right time to enable our clients to succeed..



# > HR and Consultancy

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