

# RESOURCE SOLUTIONS

**SPECIALISTS IN RECRUITMENT OUTSOURCING**

[www.resourcesolutions.com](http://www.resourcesolutions.com)

RESOURCESOLUTIONS



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## WHO WE ARE

Resource Solutions is a leading provider of Recruitment Process Outsourcing (RPO) and Managed Service Provider (MSP) solutions. Established in 1997, we are part of the Robert Walters Group – a world-leading specialist professional recruitment consultancy.

Our business has considerable resources at its disposal. With a global footprint across 24 countries, we're able to work in close partnership with organisations to create agile solutions, drive innovation, reduce cost, enhance performance and manage everything from global accounts with demanding resourcing strategies to single sites with lower recruitment volumes.

Since our inception, we've worked tirelessly to reach our goal of becoming a leader in recruitment outsourcing. Our business has developed substantially; delivering client focused RPO and MSP services across EMEA, APAC and the Americas through our core strengths of client engagement, service delivery, innovation and thought leadership.

## WHAT WE DO

As a leader in both RPO and MSP solutions, Resource Solutions' offering spans all areas of recruitment, candidate management, payroll and technology. Our services are designed to support clients in gaining insight and control over their recruitment activities, while following best practice, mitigating risk and continually improving the experience of candidates and the hiring community.

Each of our solutions is bespoke and tailor made depending on the focus of our client. Services can be delivered on-site through a team of recruiters that act as an extension of the client's HR team, off-site or through a combination of both, across country-aligned, multi-regional or global remits.

Our core service offering is comprised of:

- Permanent (RPO) and Temporary (MSP) Recruitment Outsourcing
- Talent Attraction
- Candidate Management
- Recruitment Technology Solutions
- **talentsource**

Additional services include:

- Candidate Management
- Compliance & Risk Management
- Discovery & Implementation
- Employer Brand Consultation
- Hiring Manager Engagement
- Innovation
- MI Analytics & Recruitment Support
- Payroll & Invoice Management
- Pre-Employment Screening
- Strategic Sourcing
- Talent Engagement
- Vendor Partnering
- Workforce Planning

# OUR GLOBAL INFRASTRUCTURE

Our global infrastructure is led by our Central Management Teams located in the UK, France, Singapore and the US. These teams have grown organically with the business to provide expertise across Operations, Legal, Financial, HR, Technology, Talent and Marketing as well as Sales, Implementation, Projects and Innovation.

Making up an important part of our infrastructure are our Global Service Centres (GSC) teams based in Johannesburg, South Africa, Manchester, UK, Jacksonville, USA and Hyderabad, India.

We currently source and recruit for clients in over 40 countries, manage a recruitment budget of over £2 billion and hire tens of thousands of employees each year. We're in a strong position in the market and aim to build on that further still by developing quality solutions and driving service improvement, innovation and value in order to continuously exceed client expectations.



# OUR GLOBAL FOOTPRINT

**KEY**

- COUNTRIES RECRUITED INTO
- ↘ RESOURCE SOLUTIONS ON-SITE HUBS
- ↘ RESOURCE SOLUTIONS GLOBAL SERVICE CENTRES
- GROUP OFFICES

## OUR GLOBAL SERVICE CENTRES

Our client teams are supported by talent engagement, vendor partnering, analytics and support specialists based in our Global Service Centres across the world.

### Talent Engagement

- Building and managing high-quality candidate pools for our global client base
- Using market leading technology and tools for effective candidate sourcing
- Dedicated researchers leveraging a client's brand to attract talent
- End-to-end direct recruitment
- Sourcing and engaging directly with candidates
- Smart sourcing using cutting-edge techniques

### Vendor Partnering

- Focus on vendor engagement
- Managing the effective release of vacancies to approved vendors
- Managing process and qualifying / pre-screening CVs prior to submission
- Delivering feedback and managing candidate records

### Analytics & Support

- Management information and recruitment analytics
- Recruitment coordination, guidance and support
- Financial administration and invoice management
- General administration and system maintenance

“The Resource Solutions team absolutely delivers. Not only is the on-site unit highly professional, but it also has considerable back-up to help resolve issues, provide guidance and support.”

– Head of Talent, Threadneedle Investments



# talentsource

talentsource is Resource Solutions' industry leading Applicant Tracking System (ATS) recruitment technology, providing end-to-end and real time talent tracking from initial resource planning all the way to fulfilment and onboarding for temporary and permanent recruitment.

Our clients rely on talentsource to support some or all of their recruitment functions. 45,000 recruitment professionals, hiring managers, temporary workers and applicants use talentsource each month.

talentsource is comprised of seven modules, allowing us to tailor the technology solution specifically to individual client needs.



### iTrack – Managing the recruitment process

Enables recruiters to manage all elements of the recruitment lifecycle, from registering jobs and candidates through to the production of reporting.



### iDirect – Making the most of directly sourced talent

Allows recruiters to manage CVs from multiple direct sources, create talent pools and build relationships with sourced talent.



### iApply – Attracting talent

A fully branded responsive careers site to facilitate applications from candidates directly into the talentsource system.



### iHire – Support for hiring managers

Offers the hiring community a single portal through which to manage recruitment activity such as requisitions, renewals, CV reviews and interviews.



### iRIS – Invoice management

An invoice reconciliation tool that facilitates invoice management for client recruitment spend.



### iSupply – Managing the supply chain

Enables the recruitment team to release vacancies to selected recruitment agencies and agencies to submit CV's against the relevant role.



### iTime – Temporary and contractor management

Removes the need for paper-based timesheets by providing an online resource management application for temporary / contractor populations.



# WHY CHOOSE **talentsource**?

**talentsource** reflects our reputation as a consultative business offering tailored quality services and thought leadership. The technology is designed around our expertise as an RPO and MSP provider and our successful, varied and longstanding partnerships with clients.

**talentsource** is supported by a dedicated team including developers and implementation and training specialists who ensure it is deployed and used effectively. We learn from the day-to-day experiences of our on-site teams and feedback from **talentsource** users to deliver regular updates and enhancements, customised MI and training.

Since its inception, **talentsource** has been evolving to meet clients' individual needs and a changing recruitment landscape. In addition to supporting the end-to-end recruitment process, from job application to onboarding, **talentsource** can now offer:

- A visual MI dashboard and access to self-service reports
- Direct talent pooling and skill coding
- Responsive (mobile friendly) client branded career sites
- Complete invoice process and reconciliation module
- Social media integration
- Online PES audits
- Dedicated agency portal with complete access to live vacancies
- Smartphone / tablet support for timesheet approval, accessible from anywhere in the world





# WHY PARTNER WITH RESOURCE SOLUTIONS?

## Our values

**Client Focused** - Our unsurpassed knowledge of our clients ensures we are able to offer them world-class bespoke solutions. We go beyond merely satisfying our clients by wowing them with every aspect of what we offer.

**Dedicated** - We are dedicated to evolving the meaning of best, always striving to go beyond what our clients thought was possible. It is our goal to be seen as the recruitment outsourcing provider that goes one step further, for our clients and colleagues.

**Proud** - We take pride in our rich heritage, our success and our unrivalled growth. Our people are proud ambassadors for Resource Solutions, representing us and embodying our values across the globe.

**United** - We are one united team, working collaboratively across the globe. We work together to solve any problem through fresh, innovative thinking and produce completely bespoke solutions

## Our brand

Our brand is an embodiment of our commitment to reinventing the meaning of best, both in the service we provide our clients and the opportunities we offer our employees. We are determined to go one step further; we won't stop until everyone is wowed.

## Our experience

We have been delivering global RPO and MSP solutions to many of the world's leading brands since 1997. This means we are able to share a wealth of experience and knowledge with our clients.

## Our global reach

With offices in 24 countries and candidates placed into over 40 countries, we are able to offer a truly global service. We also have strong working relationships with over 500 global vendors.

## Cost savings

Our solutions save our clients time, drive down the cost of recruitment and increase the quality of candidates.

## Our people

We pride ourselves on our strong account and management teams. All of our on-site and central management teams are experts in their field.

Our specialist on-site teams work hard to ensure our clients' brands are protected and that every candidate that comes into contact with the brand, whether successful or not, will gain a positive experience of the organisation.

## Our clients

We work with 50+ global clients in the financial services, telecoms, IT and media sectors. Our clients range from small to medium sized enterprises with small on-site teams to large blue-chip clients with over 100 Resource Solutions staff supporting their recruitment needs.

## Proprietary technology

Our in-house technology **talentsource** is an industry leading recruitment support system providing web based end-to-end talent tracking. The system's modular design enables it to be customised to our clients' needs.

## Thought leadership

We produce a number of whitepapers, events and market intelligence reports each year focusing on key trends and topics, and deliver the latest news and insights to our clients.

## Our results

Through our client and supplier relationships, we have access to an unlimited portal of talent. Our on-site teams are therefore able to hire the best talent in the market place to meet our clients' staffing needs.

## Training

We offer a number of training courses to help our employees acquire and develop the essential skills required to consistently perform at the highest levels across our business.



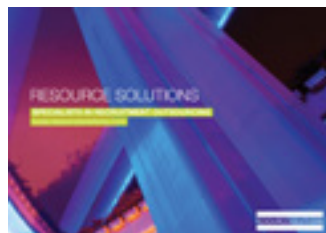


# ADDING VALUE TO YOUR BUSINESS

Each year Resource Solutions provides market leading intelligence to our clients. Our research consists of reports highlighting the latest trends in recruitment outsourcing, surveys and a series of seminars and roundtable sessions.

## Whitepapers

Our dedicated marketing team produces whitepapers based on topics such as innovation, diversity, building partnerships and social media. The content for these papers is based around our first-hand experience, client surveys, personal interviews and market research.



## Global salary survey

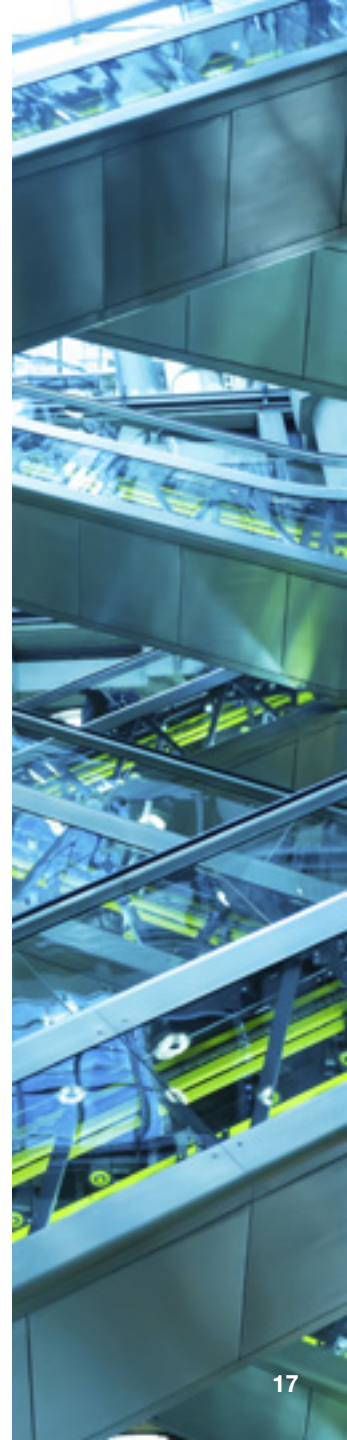
As part of the Robert Walters Group, we are able to offer an annual Salary Survey to our clients. This survey is a full report into the latest salary trends across the globe. It allows professionals to check their salaries against current market rates, and access pay rates for contract and permanent positions across a multitude of countries and industries. The survey, compiled on an annual basis is widely recognised as the most comprehensive salary survey in the market.

## Seminars and roundtables

We host a series of breakfast seminars, roundtables and hospitality events throughout the year for industry specialists and professionals to network and share information with peers. We partner with industry-leading companies to offer the best insight into the topics that are most relevant to our clients.

## Partnerships and associates

We have developed strategic partnerships with various professional associations including APSCo, HR Grapevine, Staffing Industry Analysts, the Association of Graduate Recruiters, Carve Consulting and Simply Diversity and Inclusion. We work with these organisations to offer tailored market intelligence, reporting and consulting to our clients.





## DIVERSITY AT RESOURCE SOLUTIONS

At Resource Solutions we believe that a diverse workforce not only allows us to benefit from a broad spectrum of ideas and perspectives, but also ensures we realise our potential globally.

We believe in equality of opportunity for all applicants and employees and our approach is supported by our Equality Opportunities and Diversity Policy. We aim to provide a working environment and inclusive culture that celebrates our differences. We do not discriminate against candidates on the basis of gender, race, disability, religion or belief, sexual orientation, maternity, pregnancy, age, ethnicity or nationality. We are proud to be on a continuous journey with our clients, candidates, corporate partners and employees to perpetuate a more diverse vision for the future.

We also have a number of strategic partnerships and working relationships with organisations to support our own and our clients' diversity policies and attraction strategies including:

### **OUTstanding**

OUTstanding is a not for profit professional network for lesbian, gay, bisexual and transgender (LGBT) executives and their allies. Harnessing the talent of all executives and allowing them to be themselves is hugely powerful for companies, the economy and our society, and more importantly for the individuals themselves.

### **Clear Assured**

The Clear Assured process is an on-line self-assessment programme which is underpinned by guidance and external expert advice to identify and remove the barriers that may exclude people with disabilities. Resource Solutions conducts a self-assessment which is then tested using a candidate feedback service, to provide evidence of the experiences of disabled people going through our recruitment processes.

### **Equal Approach**

Equal Approach is a leading inclusive recruiter and diversity consultancy in the UK that has helped many organisations to increase their profitability, improve success in bidding and tendering, gain competitive advantage and embrace the value of diversity. This partnership enables our clients to maximise the benefits from the recruitment, promotion and retention of diverse talent.





## OUR MISSION

It's the passion behind Resource Solutions that will always drive us to reimagine what the industry defines as best. Delivering creative solutions, leading our clients through successful partnerships and offering our people better careers which will push them, encourage them and offer endless opportunities.



# CONNECT WITH US

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