

HOW TO BUILD LASTING CLIENT REALTIONSHPIS

Sanderson ran the managed service for Friends Life until 2013 at which point they outsourced their IT and Change services to Diligenta (a subsidiary company of TATA Consulting). Following this change, Sanderson went from sole supply, to a competitive recruitment situation between Sanderson and one other supplier overnight.

THE SOLUTION

We have maintained our relationships by deploying an onsite relationship manager, who over time has become a true extension of the client – a real partnership approach. Our team has been led by a sole member of Sanderson throughout our time with them to maintain trust and continuity. Sanderson have relationships throughout the Diligenta hierarchy and therefore understand the pipeline for resources, and are able to advise the client on their approach to market in terms of skillset and pay rate.

We also provide a flag-ship On-Boarding service which includes full induction on day 1 and the ordering and setup of all IT equipment – this reduces the overhead on the hiring manager of on-boarding the resource and maximises the contractors productivity from day 1.

Diligenta’s change function is largely based in Bristol, where our company heritage and data base is at its strongest. We are able to submit well-known, well seasoned and referenced contractors into Diligenta – providing them with excellent quality resource and maintaining the strength of our brand with the client.

THE RESULTS

Today we have placed 100% of the contractors onsite, and this has never dropped below 95% in 3.5 year. This is due to our strong relationships, quality of candidates and quality of service we provide to Diligenta.



TRUSTED

A client who treats us as a trusted partner



CONSULTATIVE

A consultative relationship



RELIABLE

The sole point of call for all resourcing related challenges