

THE CHALLENGE

Intelligent Consulting (IC), RSG's business change and transformation consultancy, has operated a tailored managed service into Nationwide Building Society's Project Management Practice since April 2013.

Nationwide historically utilised a single managed service supplier to provide contract resources. This supplier has provided a contingent service based on CV provision, with shortlisting and interview responsibilities sitting with the Nationwide recruiting manager. Due to their increasing demand for project focussed resource, Nationwide sought a partner organisation to alleviate some of these time pressures from their hiring community. Nationwide had additional concerns over the time taken to bring resources on-board as well as the resources overall quality.

'With a growing portfolio and a need to obtain resources quickly, we had to broaden our supplier base and find a process that was less time consuming for our recruiting managers.'

KEVIN MOYLAN, Head of Project, Programme and PMO Practices, Nationwide

THE SOLUTION

'Intelligent Consulting was selected following a competitive tender process and we have been extremely pleased with the service it provides, the quality of the resource supplied and the much reduced timescales, management and administrative overhead.'

KEVIN MOYLAN, Head of Project, Programme and PMO Practices, Nationwide

Intelligent Consulting (IC) designed and implemented a service which addressed the time and quality issues Nationwide were experiencing, whilst also taking responsibility for the shortlisting and interview process.

This solution positioned members of the IC team on-site with Nationwide to understand, in detail, each specific requirement. IC then sourced and interviewed a shortlist of relevant candidates prior to presenting an ideal candidate to the recruiting manager. This process greatly reduced the 'time' overhead for the recruiting manager and ensured all hires experienced a uniform interview process.

Within the first 12 months this service delivered over 75 Project and Programme Managers into Nationwide, with greatly improved timescales. In addition, the consistent interview process and performance monitoring ensured a higher quality of resource.

The major achievement of this solution has been the alleviation of pressure on Nationwide's recruiting managers. Where previously multiple interviews had been common place, the IC solution delivered the best candidate, first time.