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Overview

SS&C provide Managed Services to some of the most data-sensitive enterprises in the world through world-class facilities and data centres.

SS&C have a site based in Central Scotland where they service a prestigious Financial Services Client, which has 2 functions; an Inbound Contact Centre and a Back Office Processing Centre. Their role is to deliver service excellence within a highly regulated industry, maintain exceptional compliance standards and achieve all agreed KPIs.

To deliver this service, the SS&C Stirling office has a workforce in the region of 700 and is a key employer in the local area.

The Challenge

SS&C carry out high volume recruitment in their Contact Centre and use a recruitment agency as part of this process. They were however, struggling to reach the numbers required to ensure the Contact Centre was operating at full capacity and felt they needed to identify an additional recruitment partner to ensure they could recruit the volume and quality of staff required to deliver agreed service levels for their client.

The key considerations for them were:

- **Location** – Their current agency supplier is based in England, and they felt they would benefit from working with someone more local.
- **Compliance** – Working with an agency who understands the importance of delivering a quality recruitment service in a highly regulated environment.
- **Experience** – Partnering with a recruiter who understands how to deliver a quality-driven service for high-volume recruitment.

The Solution

Contract Scotland is a multi-award-winning recruitment agency based in Central Scotland with a growing Business Support Services Division. SS&C identified Contract Scotland as a local recruiter with an excellent reputation and an experienced Divisional Head with specific knowledge of their market and the experience to deliver against their requirements. As a result, SS&C reached out to us to put a recruitment plan into motion.

- We met with SS&C to discuss their existing processes and business needs, identify what was most important to them and how best to manage the recruitment process moving forward.
- We implemented new procedures to make the recruitment experience more efficient for SS&C and their prospective employees.
- We increased our own headcount to manage the recruitment demands of SS&C. We identified that one of our existing Consultants had experience and specific knowledge in the financial services industry and transitioned her to the Business Support Services team to support the SS&C recruitment plan.
- As SS&C's recruitment needs increased and we were tasked to work on high volume roles as well as more complex positions, we decided to add an additional person to our team to ensure we continued to deliver volume whilst managing more complex / senior roles, meeting all compliance requirements.
- We developed a relationship with their Regional Recruitment Manager and relevant Hiring Managers, taking a collaborative approach to the recruitment process.
- Used our local knowledge, consultant and sector experience to source and attract the best candidates to SS&C.

The Results

- Contract Scotland is now the largest agency supplier to SS&C in Scotland.
- An average of 10 people are placed in permanent positions with SS&C each month.
- The average monthly attrition rate is 5%. This demonstrates the quality of the placements we are making with SS&C and has resulted in them delivering more consistency for their end client and spending less time and money on replacing unsuitable candidates.
- Initially, we began supporting SS&C with volume recruitment for Customer Service Advisors. Due to our success, we now support them across six sectors, working on 17 different job categories. By choosing to work with us, SS&C now has consistency with access to quality candidates and a consistent level of service for recruitment across their site in Stirling.

Testimonial

“I first contacted Julie Law at Contract Scotland, as I had been given her details by a colleague of mine who suggested she would be able to help with volume recruitment. At that point, I was working with an agency based in England, however, they were struggling to meet the demands of our site in Stirling. I felt we'd benefit from working with a more local, Scottish-based agency for this location.

Contract Scotland responded quickly to our initial enquiry. We discussed the main issues we were facing and what the next steps of a successful recruitment plan might look like.

Once agreed, processes were quickly put into place, terms of supply agreed, and relationships developed with both our Regional Recruitment Manager and relevant Hiring Managers within the business.

Initially, we asked Contract Scotland to supply Customer Service Advisors however, as the relationship has grown, they are now successfully working on more specialist roles for us as well. They have always been proactive in their support of the business and were quick to add Jade Mitchell and Rachael McCallum to the team to ensure they could continue to deliver solutions for both Customer Service and Specialist roles.

Not only have we received an excellent service from Julie and her team at Contract Scotland, but we have also been supplied with high calibre and quality candidates for the business. Contract Scotland has also been happy to step in and support with additional, recruitment related needs to help us meet compliance demands.

Contract Scotland is now our largest agency supplier in Scotland and continues to deliver a high volume of quality candidates, which is exactly what we were looking for.

I'd have absolutely no hesitation in recommending Julie and her team at Contract Scotland to anyone.”



Darren Digby | SS&C Manager

