



DRIVING CONTINUOUS IMPROVEMENT

HIGHLIGHTS

- AGS delivered best in class recruitment practices, strategic sourcing initiatives and diversity improvements to drive quality, cost reduction and innovation
- Reduced agency usage by 89% over the contract period

CLIENT OVERVIEW

Our client is one of the world's top general insurance and reinsurance companies, with operations in all key insurance markets. They employ more than 14,700 people in 37 countries.

SITUATION

AGS has been supplying services to our client in Australia since 2006. Due to our excellent service delivery, and following a comprehensive RFP process, our client selected AGS to expand our service to cover the UK, North America and additional locations in Asia Pacific.

CHALLENGE

Our client was looking for a partner who could deliver to their key insurance markets across the globe, while increasing the quality-of-hire and reducing time-to-fill. Additional business goals included reducing costs through direct sourcing, and improving satisfaction rates for both candidates and hiring managers alike.

Our client was not seeking a "one size fits all" solution. They needed a provider that was able to deliver a single solution, while recognising that they are a complex global business, requiring individual sourcing strategies for each business unit and geography.

SOLUTION

AGS delivered a global, end-to-end permanent RPO solution supported by our IGNITE Consulting service, assisting with sourcing, diversity and social media initiatives.

Within EMEA, our team is made up of both onsite and offsite resources, supporting our client locations across the UK. The onsite team sit alongside, and are fully integrated with, our client's HR team, and include the account director and recruitment operations managers. The offsite team is based at our Bracknell and Birmingham hubs and include recruiters, sourcing specialists, and recruitment admin.

Our team has established themselves as a trusted partner to our client, driving down cost, growing direct sourcing, increasing diversity hiring and improving the candidate and hiring manager experience.

INNOVATION

AGS has delivered a number of initiatives to drive continuous quality improvement, including:

- Regional recruitment roadshows
- Talent maps and market mapping
- Stakeholder heat maps
- Assessment centres
- Driving diverse shortlists
- Gene pool pilot – a project to change the "typical" target insurance candidate
- Arranging regular Meetups and partnering events
- Hosting actuarial rounds tables

RESULTS

AGS has successfully implemented the global RPO programme for our client, while delivering unique and targeted solutions, relevant both to the UK market and to the particular needs of the local business unit:

Service Performance

- Achieved a 91% direct fill rate in the last year, reducing agency spend
- Averaged 210% achievement against our talent pool sourcing over the last 12 months
- Exceeded our time-to-fill SLA by 15 business days (20 days from a target of 35)
- Achieved excellent hiring manager and candidate satisfaction scores over the last year in excess of our SLAs

Gender Diversity Highlights

- 76% gender diverse shortlist in the last quarter
- 67% gender diverse interview panels in the last quarter
- Gender diversity identified as a key priority for the next 12 months, working in partnership with our client to ensure initiative success

Continuous Improvement

- IGNITE team delivered eight talent maps
- Excellent feedback received on our assessment centres regarding the candidates identified and the overall process
- Regional recruitment roadshows held in Leeds and Manchester
- AGS attracted over 100 attendees to a recent event, the Data Science Festival, adding suitable candidates to our talent pool
- Influenced brand messaging moving forward following our actuarial round table
- Gene pool project identified as a key priority for the following 12 months, post successful pilot

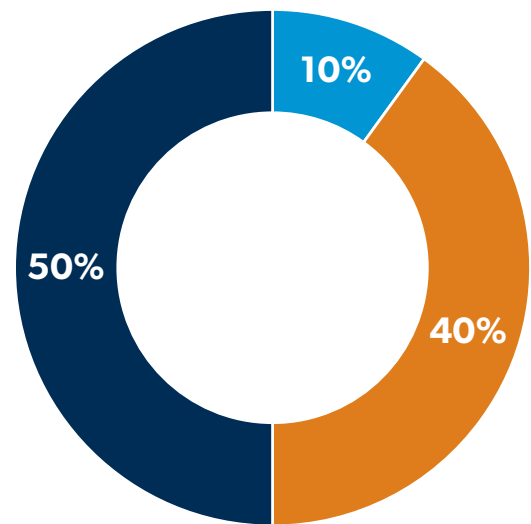
**ACHIEVED
DIRECT SOURCING
RATE OF 91%**

PROGRAMME SNAPSHOT



**450 ANNUAL
STARTS**

LABOUR CATEGORIES SUPPORTED GLOBALLY



- Technology
- Corporate Functions
- Specialist Insurance



ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focussed solutions that make a difference for businesses worldwide.

