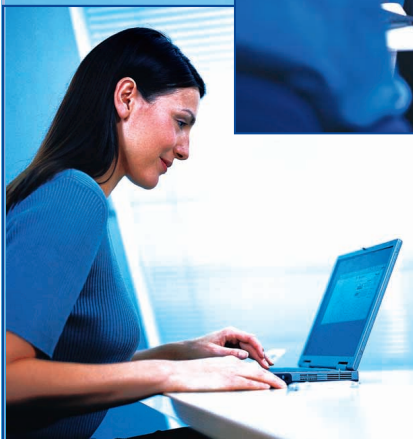


EDS



As one of the largest and most successful global IT services companies, EDS understand the importance of streamlining processes to increase efficiency and promote smarter work.

However, when it comes to streamlining recruitment suppliers across Europe to gain economies of scale, a company is faced with daunting challenges from diversity in contractual agreements according to local legislations through to the standardisation of payment processes.

EDS sought to achieve this and was looking for suppliers who had the expertise and experience of delivering recruitment outsourcing solutions across countries on an ongoing basis.

Elan became one of four suppliers of choice.

Company overview

EDS, the leading global services company, leverage resources on an international basis. They help clients manage the business and technology complexities of today's digital economy. EDS support more than 2.2 million desktops worldwide, manage approximately 46,400 servers and provide Web hosting for about 750 clients worldwide.

EDS bring together the world's leading technologies and processes to help clients address critical business imperatives and serve more than 9,000 accounts in 55 countries worldwide.

Goals

EDS place a high value on the utilisation of quality IT contract staff and have been working with local recruitment companies across Europe for fulfilment.

To enhance communication across its global operations, and more importantly to rationalise its supplier base to gain better cost efficiencies, EDS wanted to select a number of core preferred suppliers with the capability to service a large proportion of its requirements in Europe.

This was driven by a need to:

- Ensure access to the best people in the right places within tight timescales
- Obtain greater control over purchase, spend and tracking processes
- Leverage key suppliers across locations and consolidation
- Obtain greater control over legal and compliance issues and variances across Europe
- Achieve cost savings with visibility of fees
- Reduce administration overheads
- Work strategically with suppliers to assist in demand planning.

To succeed in this initiative, EDS needed a supplier with pan-European geographic coverage to be able to source their recruitment needs at a local level.

Local market knowledge and access to local databases of skilled candidates with capabilities in all of EDS's technical and business needs was imperative to the success of an ongoing relationship.

Also crucial was a commitment to develop the supplier agreements in EDS's key locations and a strong supplier board-level support to sell in these agreements locally.

Elan's succinct operational strategy and local outlook backed by its breadth of services across Europe created the right balance of confidence and commitment that EDS was looking for in an outsourced supplier relationship.

Optimal service delivery

As an experienced company in delivering recruitment outsourcing solutions, Elan recognises the importance of having direct links with suppliers, collaborative working relationships and strategic alliances to create virtual teams which unite people, skills and other resources – all key to help implement a structure and manage working relationships.

Through Elan's network of offices, EDS has access to:

- Highly skilled IT professionals at hand locally, nationally and internationally to ensure projects are kept on schedule
- Legal expertise to be able to contribute to contract development
- Cost savings through increasing productivity and improving the quality of resource delivered
- Procedural efficiency, streamlining the recruitment and management of IT staff.

Through Elan's value-added online training capabilities, effective measurement of skill levels for all contractors working for EDS is ensured.

All of these have helped EDS reduce its recruitment burden and have enabled them to reap the benefits of maintaining a flexible workforce.

Current status

The European framework agreement is now in place with local contracts developed for the majority of locations. This process however is still ongoing, having taken a number of months, reflecting the complexity of the European marketplace and EDS's internal structure.

Elan is now delivering significant numbers of contractors within the locations with a high level of user satisfaction, thereby helping EDS achieve some of its objectives.

For more information

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