

UNLEASH THE POTENTIAL OF YOUR WORKFORCE

Delivered by ManpowerGroup Solutions



ManpowerGroup™
Solutions

INTRODUCING MANPOWERGROUP SOLUTIONS

We help businesses get the most from their people. We connect them to the talent they need and optimise their workforce management processes, so they can achieve their critical business goals.

We're global leaders in delivering workforce programmes that achieve cost savings, process efficiencies, the best available talent, mitigated risk and measurable results. We manage over £10 billion of spend in our Managed Service Programmes; we run more than 90+ End User Service operations; and we deliver 250+ Recruitment Process Outsourcing solutions to clients around the world.

Our ability to capitalise on new thinking, new workforce models and new possibilities has made us the most recognised and respected workforce solutions provider in the world – as benchmarked by leading industry analysts.

OUR OFFERINGS

- ▶ Recruitment Process Outsourcing
- ▶ Managed Service Programmes
- ▶ End User Services



UNLEASHING
LIMITLESS POTENTIAL
IS HUMANLY POSSIBLE

IT'S TIME TO THINK DIFFERENTLY

The same old workforce management processes won't keep you ahead of the competition. In an increasingly volatile and shifting world of work, forward-thinking business leaders need to re-address how they access talent, re-examine how they leverage all of the resources within their organisation, and re-design how they construct work.

CLOSE THE TALENT GAP

Global migration, ageing populations, declining birth rates and a growing divide between those with in-demand skills versus those with high-supply skills mean employers are increasingly faced with a shortage of the right talent. This reconfigured labour market is forcing businesses to seek alternative workforce strategies, to secure the talent they need and drive greater productivity at competitive costs.

With extensive insight into workforce supply and demand – locally, nationally and internationally – we can guide your attraction and relocation strategies to ensure you secure the talent your business requires.

WORLDWIDE REACH

With the largest global presence of any talent provider, our solutions draw on our expertise, workforce insights and best practices from around the world. Along with a deep understanding of local markets and how to foster workforce diversity, we can find and manage the talent you need, where you need it.

QUALITY PROCESSES

In this competitive labour market, we develop sourcing strategies that best achieve your objectives for each part of your workforce and location. Our proven programme management capabilities will ensure you have complete visibility of supplier performance and the results you need are delivered.

CUSTOMISED SOLUTIONS

We design and deliver personalised large-scale workforce programmes that reflect your unique business strategy, specific talent needs and corporate culture. Our priority is to build trusted partnerships – acting as a seamless extension of our clients' businesses to achieve growth, commercial and operational efficiency, and excellence through our workforce solutions.



CONNECTING PASSION
TO PURPOSE
IS HUMANLY POSSIBLE



REACHING NEW HEIGHTS
IS HUMANLY POSSIBLE

APPLY GREATER SOPHISTICATION TO TALENT MANAGEMENT

Workforce management is evolving in an age where technology and big data allow for more sophisticated work models and global talent sourcing. Organisations have the ability to apply supply chain thinking to talent acquisition and retention. Yet, accessing the multi-dimensional workforce analytics that are required to do this remains a challenge.

As organisations demand more sophisticated insights into their workforce, we have a proven ability to analyse and forecast trends impacting our clients directly, and the wider world of work.

WORKFORCE ANALYTICS

Transactional KPI analytics provide tactical insight. However, for strategic improvement and innovation, trend analysis and data mining is required. Our customised workforce and talent analytics provide valuable insights, including cost-per-hire, assessment and onboarding ratios. This adds visibility and predictability to supplier relationships and optimises candidate attraction efforts.

LABOUR MARKET TRENDS

Our insights into macro labour market trends and their likely impact on talent sustainability help employers stay up-to-date on contemporary working and ways to improve business performance. Economists, journalists, university researchers and think tanks are among the thousands of thought leaders who look to us for our perspective on today and tomorrow.

OUTCOMES DELIVERED

We turn data and market intelligence into actionable insights, with clear recommendations that are delivered on. Added to this, our solutions are outcome-based. This means we're driven to create innovative, practical programmes that are built to maximise results and minimise time-to-value.

RE-IMAGINE EMPLOYEE ENGAGEMENT

The expectations of skilled talent are evolving, resulting in an increasing demand for freedom, autonomy and flexibility. With the gig economy now all-pervading and portfolio careers on the rise, individuals with specialist skills are taking greater control over their careers. They seek work that is more personally meaningful and expect organisations to be transparent; using review sites and social media to hold current and potential employers to account.

Employers are more visible than ever before – so the importance of an authentic and distinctive employer value proposition cannot be understated.

Organisations that lack a clear employer value proposition will struggle to attract the very best talent. We develop compelling employer branding and talent attraction strategies that enable our clients to effectively engage the skills and talent they need.

TAILORED ATTRACTION CAMPAIGNS

Our in-house team of recruitment marketing specialists design and deliver bespoke candidate attraction campaigns, to enhance your employer brand and build your competitiveness in the recruitment marketplace.

ENHANCED CANDIDATE EXPERIENCE

From the candidate's first interaction with your company's brand, we'll ensure they receive a positive and professional experience. Utilising either our applicant tracking platforms or a high-touch approach, we'll secure the most suitable talent and maintain a positive brand reputation on your behalf.

FLEXIBILITY AND SPEED

We have extensive experience in effectively sourcing talent, building teams and optimising their performance. Supporting with end-to-end workforce requirements or with distinct project requirements – our ability to rapidly respond to your needs will give you the flexibility to take advantage of opportunities that won't wait for you.



HARNESSING
ENDLESS ENERGY
IS HUMANLY POSSIBLE



AMPLIFYING
WORKFORCE POTENTIAL
IS HUMANLY POSSIBLE

HARNESS THE TECHNOLOGICAL REVOLUTION

Rapid advancements in technology are re-shaping the world of work and changing the way businesses connect and manage their workforces. It's opening up new ways of accessing and engaging with talent pools; automating and streamlining processes, and more.

Yet, none of this is possible without having highly skilled people in place who can augment and align technology solutions with business objectives, to unleash their full potential.

We drive workforce performance through a holistic blend of people, process, and technology. Harnessing a full suite of proprietary and partner technology solutions, we ensure our clients can stay ahead in the complex, connected world of work.

PARTNER SOLUTIONS

We partner with a number of leading organisations to extend our clients' access to innovative and cost-effective tools, services and technologies. This includes Vendor Management Systems (VMS), Customer Relationship Management (CRM) tools, Applicant Tracking Systems (ATS) and a broad range of scheduling and management platforms to oversee End User Service operations. These partnerships enable us to deliver stronger solutions, by identifying and leveraging the right technology to meet your unique business requirements.

PROPRIETARY TOOLS

ROMA, our proprietary Applicant Tracking System (ATS), is a flexible, customer-oriented candidate screening, assessment and management system, containing automated tools for key stages of the recruitment process. Based on nearly two decades of expertise in industrial psychology and technology, ROMA provides the technology interface for every stage of the candidate journey – from landing pages and assessments to sending automated communications that keep candidates engaged.

OUR OFFERINGS

We deliver world class Recruitment Process Outsourcing, Contingent Labour Managed Service Programmes, and IT End User Services; enabling organisations to make more informed, strategic choices about acquiring, developing and retaining all levels of talent.



FINDING THE BEST TALENT
IS HUMANLY POSSIBLE

RECRUITMENT PROCESS OUTSOURCING

OUR CAPABILITIES

Our world class RPO solutions are flexible, scalable and deliver the results you need – greater predictability of cost, a more efficient recruitment process, an improved candidate experience and enhanced talent quality. From attraction to onboarding and everything in between – we’re equipped to manage all your permanent recruitment requirements; hiring for one distinct project or initiative; or we can provide support for one step in the process, here or anywhere around the globe. All of this is achieved by utilising the expertise of our dedicated shared service centres in the UK, nearshore in Poland, or at one of our other offshore locations.

OUR DELIVERY MODELS

END-TO-END AND PROJECT RPO

Encompassing it all, from process design to onboarding. Or, for short-term large-scale workforce increases, our project RPO solutions are ideal.

RPO CONSULTING

We ready organisations to implement and measure RPO engagement, by addressing the challenges and opportunities around applicant tracking technology, sourcing, recruiting and optimising talent.

RECRUITMENT SUPPORT

For targeted support, we’ll take on distinct components of the recruitment process, such as sourcing, screening and interview scheduling.

OUR CREDENTIALS

Industry analysts Everest Group have recognised us as the **global RPO leader** for six consecutive years

Industry analysts Nelson Hall have named us the **largest RPO provider** for four years in a row

We make **over 150,000 placements** each year as part of our RPO solutions

MANAGED SERVICE PROGRAMMES

OUR CAPABILITIES

Through TAPFIN, our global Managed Service delivery brand, we help organisations gain control of their contingent workforce. We optimise processes, enhance performance and drive productivity improvements. Working across your total workforce – including contractors, suppliers of contingent and permanent staffing services, statements of work and worker tracking processes – we'll increase predictability, improve visibility, mitigate risk and reduce cost. Our quality programme management, efficient processes, breadth of services and global reach make us the largest and most respected hybrid and vendor neutral MSP in the world.

OUR DELIVERY MODELS

VENDOR NEUTRAL MSP

We'll act as an extension of your procurement, HR and compliance functions, managing your contingent workforce independently of supply. Orders are filled using a pool of vetted and pre-approved vendors – a competitive, yet neutral, approach.

HYBRID MSP

A combination of the Neutral and Master Vendor models, managed under the central oversight of an MSP. This allows you to use the most appropriate vendor model for each of your divisions or business units.

STATEMENT OF WORK

We can model our MSP to either incorporate, or allow for expansion, into statement of work management services – supporting your resourcing decisions and providing appropriate compliance and cost governance.

OUR CREDENTIALS

We manage 400+ MSPs globally with over **£10 billion** spend under management

We're the only MSP vendor to have established and maintained an **ISO 9001:2008** certification for all our processes

We're the **global Managed Service leader**, as recognised by industry analysts Everest Group, Nelson Hall and the Staffing Industry Analysts

FINDING HIDDEN TALENT
IS HUMANLY POSSIBLE





DELIVERING A SEAMLESS
USER EXPERIENCE
IS HUMANLY POSSIBLE

END USER SERVICES

OUR CAPABILITIES

As our End User Services brand, Proservia delivers leading end-to-end solutions that drive the productivity you need to succeed in a more demanding world. From field engineering to IT helpdesks and more – we'll take responsibility for executing specific tasks and projects, or we'll manage entire business functions on your behalf, so you can focus on core activities.

OUR DELIVERY MODELS

ARCHITECTURE & TRANSFORMATION

We'll design robust, agile and resilient IT infrastructures that meet your current and future digital requirements, at no point impacting on your organisational productivity or user satisfaction.

OUTSOURCING

With a continuous improvement approach that aligns with ITIL and e-SCM best practices, we'll manage your day-to-day IT system requirements – delivering effective support to your users and fixing issues whenever they arise.

FIELD ENGINEERING

With seamless project management and scheduling capabilities, our mobile workforce of 4,500+ engineers service and repair hardware and software – including field delivery, installation, maintenance and technical support.

OUR CREDENTIALS

With a **20+ year history**, we deliver End User Services in **12 countries** across Europe

Annually, our service desk handles over **12 million phone calls** from end users on behalf of our clients

Each year, we manage over **two million** field support tickets for European clients

A NEW MINDSET IS EMERGING

TOTAL WORKFORCE EXPERTISE

Employers increasingly recognise that harnessing a fully blended workforce creates a real competitive edge. They recognise that permanent and non-permanent workers cannot be considered in separate silos anymore. A more holistic approach to talent can enhance efficiency, boost productivity and yield significant cost benefits.

ManpowerGroup Solutions is aligned with many of the world's largest organisations on this journey towards Total Talent Management. We're augmenting their approach to talent, and helping them achieve an inclusive approach to how they structure and manage their workforce.

As part of ManpowerGroup, the world's workforce expert, we've been named by the Ethisphere Institute as one of the World's Most Ethical Companies for six consecutive years – confirming our position as the most trusted and admired brand in the industry. We harness the expertise of our wider family of brands to unleash the power of people across all talent types – increasing productivity, improving efficiency, and boosting the bottom line of more than 400,000 organisations a year.



MANPOWERGROUP SOLUTIONS

Delivering world-leading Recruitment Process Outsourcing, Managed Service Programmes and End User Services, gaining repeated recognition from leading industry analysts.



EXPERIS

Specialists in professional IT, Finance and Engineering resourcing and project-based workforce solutions.



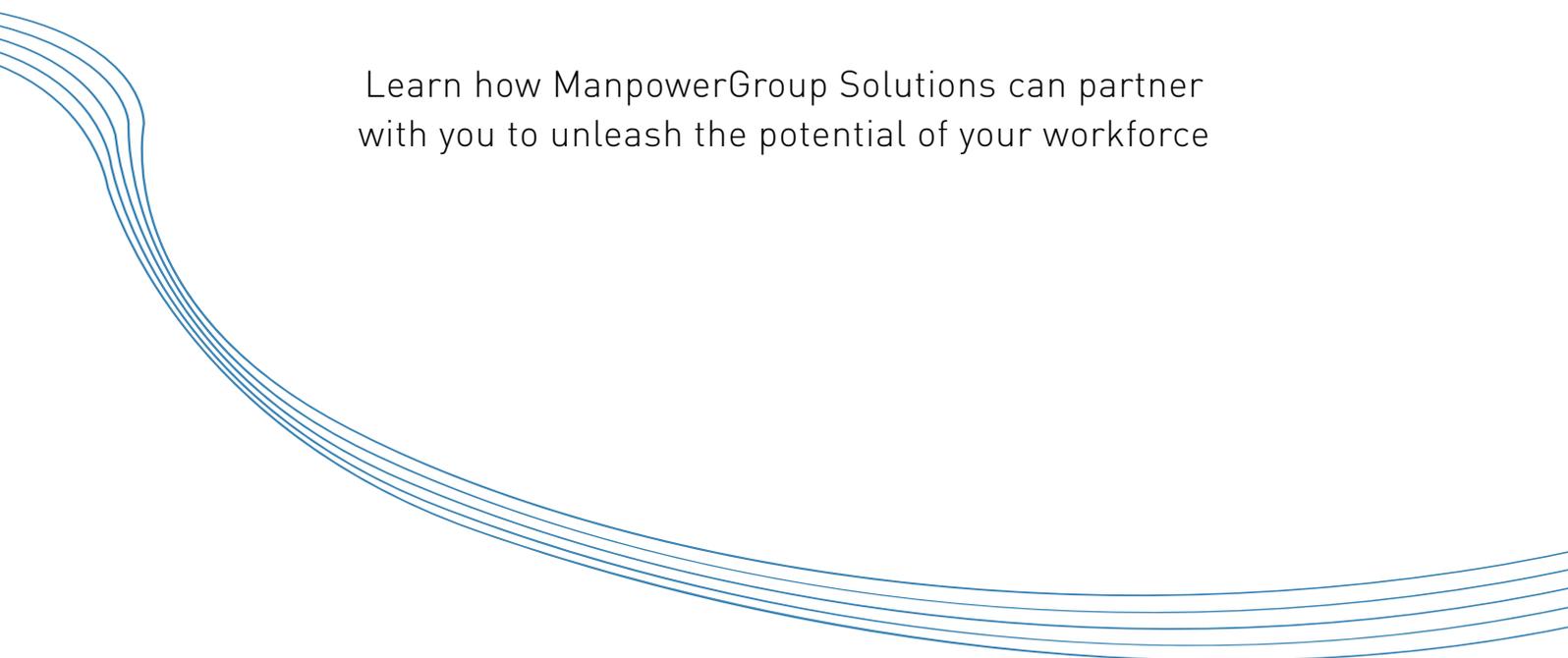
MANPOWER

Manpower delivers leading temporary and permanent staffing solutions for organisations all of types and sizes.



RIGHT MANAGEMENT

Experts in career management and talent strategy, successfully transitioning more than three million people into new roles.



Learn how ManpowerGroup Solutions can partner
with you to unleash the potential of your workforce