



# Spring IT Solutions

## ECM Case Study - Banking Sector

As part of its strategic business plan, the Testing Services department of a major high street bank had identified the need to reduce its operational costs, consolidate the source of its non-permanent staff and provide a staffing framework that would accommodate fluctuating demand.

### Challenges

Prior to March 2003, Testing Services had sourced contract and agency staff from as many as seven different companies. Three incumbent companies, including Spring Technology Staffing Services and an established offshore supplier, were invited to devise an innovative solution - based on shared risk and reward - that would help the Bank to:

- Reduce costs by 20 to 30 percent.
- Enhance the quality of testing.
- Improve internal perception of Testing Services.
- Develop its testing staff's capabilities.
- Increase involvement at the 'extremities' of the Systems Development Lifecycle (SDLC).
- Reduce 'contract' staff numbers.
- Maximise knowledge retention.
- Minimise business risk.
- Increase test reusability and automation.

The successful company could expect to provide in the region of 13 to 20 testing staff in a variety of roles. The Bank's expectation was, however, that the emphasis would be on less senior positions.

Whilst Spring had placed contractors with the Bank on an individual basis, the other incumbents had been providing a tried and tested, yet seemingly expensive, service. Their initial advantage was therefore clear. The established offshore supplier in particular, given the sector's reputation for quality control combined with cheap resources, was also in a strong position to win the business.

**Spring's Solution** - At the heart of Spring's proposal was the Employed Consultant Model (ECM) which goes far beyond the simple provision of resource, offering an innovative yet alternative to contract staffing by utilising IT staff employed by Spring on either a fixed-term or permanent basis.

The Bank was impressed not only by the huge cost savings afforded by the ECM, but also by the resulting improvement to staff continuity and working practices.

**Outstanding results** - Within the first six months Spring was able to meet and, in many cases, exceed the Bank's requirements by:

- Producing a cost saving well in excess of 30 percent, equating to an overall saving to the Bank of £1.3 million in the first year.
- Offering further incentive-based discounts.
- Providing a highly responsive and dedicated candidate selection process, which has resulted in the Bank accepting and placing 88 percent of Spring recommended testers.
- Supplying over 50 people - against an expectation of up to 20, partly at the expense of the Bank's offshore option.
- Replacing the majority of contractors with Spring-employed consultants, thus improving continuity and stability.
- Reducing the staff notice period.
- Including the provision of ISEB-qualified staff in the overall service cost.

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- Providing a Spring Account Manager and Spring Site Manager, both permanent Spring staff members responsible for the management of personnel issues and client liaison, at no charge to the Bank.
- Developing all staff through formal training, appraisals and coaching.

As the Bank's Testing Manager elaborates: "Spring has shown flexibility and innovation in the provision of its staffing services to our organisation, taking the time to understand our requirements and then tailor a cost-effective, people-friendly and time-efficient solution to best meet them."

**The future** - The success of the partnership is further evidenced by the Bank's promotion of Spring-employed consultants and the fact that all those that have reached the end of their assignments have been offered renewals. And Spring has now been tasked with the provision of Test Managers at the most senior level.

## About Spring Technology Staffing Services

Part of the Spring Group plc, Spring Technology Staffing Services is the UK's number one IT and Telco recruitment services company with offices in the UK, and partnerships in the US, Europe, Australasia and India.

With dedicated and professional staff, a solid infrastructure and substantial investment, Spring Technology Staffing Services provides comprehensive and scalable solutions to any IT staffing requirement, from interim management to campaign services, from a contingent contract placement to the delivery of Managed Solutions of IT services.

Working as part of your team, we can manage the recruitment, screening and induction of staff; advise on and coordinate existing workforces or help plan for future demand. Whatever your industry, we have the specialist skills to deliver the most appropriate staffing services, to help you achieve your goals and maintain competitive edge.

Spring Technology Staffing Services offers the following services:

- **Contract and Permanent recruitment** - IT, telecoms and niche skills
- **Managed services** - vendor and workforce management, recruitment process outsourcing
- **Flexible staffing solutions** - outsourcing, offshore, managed solutions, employed consultants, testing services
- **Consulting** - employment law, skills demand forecasting, rate management, contractor mitigation, cost optimisation

Clients include: Barclays, BT, Ford, GlaxoSmithKline, HBOS, IBM, LloydsTSB, Nokia, Orange, Prudential, RM, Tesco

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