



MANAGED SERVICE PARTNERSHIP

SEARCHDATA GROUP



Working in partnership to improve your business

MANAGED SERVICE PARTNERSHIP

WHAT IS A MANAGED SERVICE PARTNERSHIP?

We understand that when it comes to high quality talent the search never ends. Wouldn't you rather be spending your time doing what you do best?

As your business grows so does the complexity of your hiring needs. Many organisations find they just don't have the strategies or tools needed to be able to secure the talent they seek.

If your internal recruitment resource needs a little extra help then look no further than a Managed Service Partnership (MSP). By creating an integrated recruitment and organisational partnership an MSP can bring you the best possible results. Using the most up to date recruitment processes and technologies an MSP will deliver you the top talent to take your business to the next level.

If you use any of the below to measure the success of your hiring capabilities, then an MSP could be right for you.

1. Quality of candidate
2. Candidate experience
3. Time scales
4. Company satisfaction
5. Candidate satisfaction



WHAT A MANAGED SERVICE PARTNERSHIP IS NOT

Before moving onto the benefits of an MSP it's important to understand what it's not.

The word to remember is 'partnership'. An MSP does not mean outsourcing or you being frozen out of your organisation's talent acquisition efforts. We work with you collaboratively to build a relationship of understanding and trust.

MSP is not a quick fix recruitment service.

To create a truly effective MSP takes time. Relationships need to be cultivated and a full understanding of an organisation's needs and desires is a must to achieve the right results.

MSP is not for singular hires.

If you are looking for one-off roles or a new team member every now and then, an MSP is not for you. MSP's require larger volume hires to ensure a better ROI and enable a true collaborative relationship.

MSP is not a consulting service.

An MSP will not operate on a purely consultative basis. It is an integrated and involved process in which both sides will be hands on throughout.

Heading into a partnership with another organisation is not to be taken lightly, so we have prepared this guide to help you make the right decision for your business.

So now you know the basics of what an MSP is and is not let us take you through the service offering in more detail.

DO I NEED A MANAGED SERVICE PARTNERSHIP?

An MSP can offer many benefits to an organisation. We understand that high agency costs, lengthy timescales and unsuitable talent can all be major factors in preventing a business from getting the most out of their talent acquisition efforts.

An MSP can alleviate these problems and help to get your business growing and moving in the right direction by providing the following:

1. High quality recruitment team

We can provide you with highly trained and dedicated recruitment professionals who will work alongside your business to bring you the highest quality talent. Your dedicated professionals will produce regular and transparent reporting so you know what is happening at every stage of the process.

2. Save time

With dedicated and experienced recruiters working for your organisation, an MSP can reduce the time it takes to acquire that much needed talent, reducing lost revenue and missed opportunities. This fast-moving process allows you to scale up your business quickly and efficiently at any time.

3. Cost savings

We understand that cost is usually the biggest factor in an organisation's talent acquisition decisions. Our process will ensure you are gaining a reduction in total cost to hire in comparison to a typical contingent model, for the duration of the agreement.

5. High quality processes and technologies

Our up to the minute recruitment technologies and techniques mean that you don't need to worry about the abilities of our MSP. Our talent acquisition processes are tested and proven.

Now you have the information do you need an MSP? If the answer is yes read on and let us take you through what to expect from our Managed Service Partnership.

WHAT DOES A MANAGED SERVICE PARTNERSHIP INCLUDE?

An MSP provides a full, custom service tailored to your business needs. By fully integrating with and understanding your business we can help to improve your talent acquisition capabilities.

An MSP would provide you with

1. Market Scoping

By working closely with your business and hiring managers we ensure a deep understanding of your goals and what is required to get you there. Using this information we then analyse the market data, including salaries and demographics, to better understand the talent you require and what resources you need to secure them.

2. Candidate sourcing

We undertake a fully proactive approach when it comes to sourcing candidates. We not only seek out candidates actively open to new opportunities but we also approach passive candidates to ensure we are finding the best talent available to you. We use the best recruitment technology to target the right hires for your organisation. With our pipeline technology you can be safe in the knowledge that the best candidates are available to you both now and for future projects.

3. Candidate engagement

We engage with candidates through various channels to ensure we are giving the best possible services. This could be email, phone calls or social media. However they prefer to communicate we can accommodate. By keeping in constant contact with our candidates we give them a high level of personal service to ensure they are kept up to date at every stage of the process.



WHAT DOES A MANAGED SERVICE PARTNERSHIP INCLUDE?

4. Hiring Manager Engagement

We understand how important hiring managers are to the talent acquisition process. Developing and maintaining strong hiring manager relationships is at the very heart of our MSP offering. By communicating regularly and providing a transparent recruitment service we ensure that we are all working towards the same goal.

5. Candidate validation and selection process

We will not put forward any candidate that is not fully suitable for the role. All candidates undergo a full and thorough screening process, including skill set, relevant experience and cultural fit before being put forward for interview. We ensure all candidates are fully qualified, interested and available.

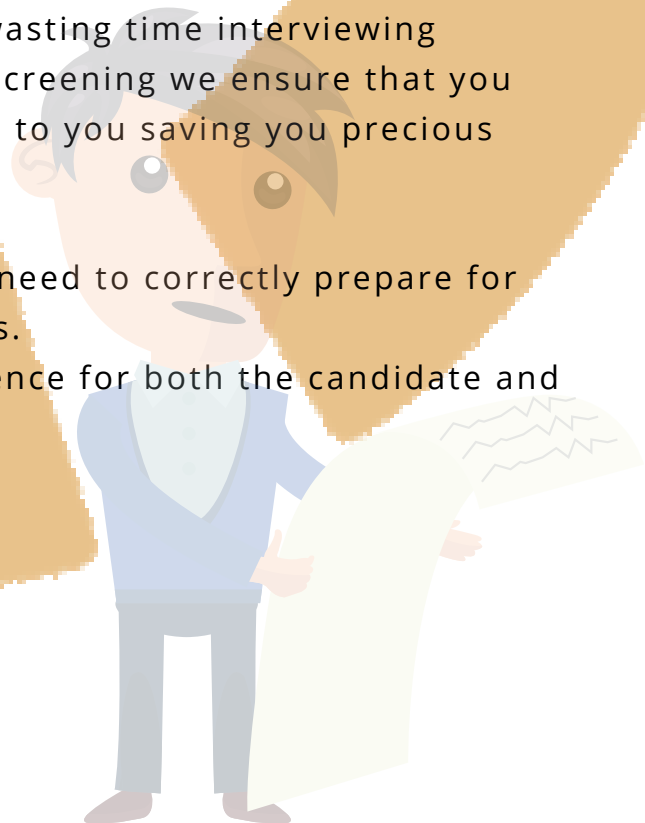
6. Candidate assessment and interview

Interviewing a candidate is one of the most important stages of the recruitment process but we also understand this can be one of the hardest. With an MSP we can help you to make the interview process timely and ensure that any concerns and stress are at a minimum.

You don't want to be reviewing CV after CV and wasting time interviewing unsuitable candidates. By carrying out in-depth screening we ensure that you will only be interviewing the best talent available to you saving you precious time.

We will provide you with all the information you need to correctly prepare for interview and with insightful feedback afterwards.

This results in a transparent and positive experience for both the candidate and hiring manager.



WHAT DOES A MANAGED SERVICE PARTNERSHIP INCLUDE?

7. Offer and pre- employment screening

Our MSP team will not only extend any offer to a candidate and engage in any necessary negotiations we will also carry out any background and reference check needed to ensure everything is in place for the start date and avoid any unexpected surprises.

8. Start Date

We wont just leave you after an offer has been made and excepted. We will continue to communicate with both parties to ensure that any unanswered questions are settled and a suitable start date is confirmed. We will make sure that any pre- employment anxieties are eased and also perform candidate check-ins to ensure a seamless bedding in phase for any new hire.



TYPES OF MANAGED SERVICE PARTNERSHIP

Now you know the benefits of an MSP for your organisation its time to decide on the type of MSP you need.

Enterprise MSP

Our enterprise MSP is our most comprehensive package. With the enterprise MSP you will receive everything outlined previously. We will give you a dedicated team of recruitment experts that will take care of every aspect of your organisation's talent acquisition so you can relax and focus on driving your business forward. We will fully integrate into your business in the way that works best for you, whether it's a remote service or an on-site/remote mix, we will ensure that we immerse ourselves into your company. Understanding your mission, values and culture making sure we are aligned with your company's needs.

Benefits of Enterprise MSP

1. Streamlined Process

A dedicated recruitment team understands your business inside and out they not only understand your current talent needs but can help you to make future decisions for your business. Having a talent pipeline to draw from at any point ensures you get the right talent at the right time.

3. Diversity

Our MSP promotes diversity and inclusion. We can ensure that your company culture and hiring strategy amplifies your commitment to diversity and inclusion. We invest in market mapping, referrals and social media to be certain we deliver on diversity.

TYPES OF MANAGED SERVICE PARTNERSHIP

4. Quality Hires

We know that a quality hire is not just a good CV. By utilising our recruitment experience and skills we can evaluate a candidate's soft skills such as personality, attitude, professionalism and future potential. These things are just as important to the success or failure of a hire, an MSP alleviates anxiety over whether the candidate is right for you.

5. Enhancing your brand

Your brand is what makes you and is what will attract or detract the top talent. By knowing your business intimately, we can help to promote your brand in the right way. We can share with potential talent your unique qualities and inspire them to want to be part of your business, all whilst ensuring your company culture remains intact and thriving.

6. 100% Dedication

Our MSP ensure that you have a dedicated team of talent acquisition specialists with sole purpose of enhancing your business. This single focus approach means we will be able to deliver the top talent to you right away.

7. Reduced agency interaction

Being a proactive service an MSP will ensure you are prepared for future recruitment needs ahead of time. This reduces the need for reactive recruitment processes such as appointing agencies for short term needs and in turn reduces costs.



TYPES OF MANAGED SERVICE PARTNERSHIP

Hybrid MSP

Providing similar benefits of enterprise MSP the hybrid model focuses on the needs of a particular business unit, geographical location or department.

The benefits of Hybrid MSP are

1. Fully Focused Service

Working with a dedicated internal department, you will be assigned a recruitment team focused on finding the best available talent for that area of your business so they can focus on doing what they do best.

2. Flexibility

With a hybrid MSP you have the flexibility of assigning other MSP providers to other business units. This flexible approach allows you to make the best decisions for each part of your business, benefiting from each providers expertise and approaches. You also have the added benefit of if one provider isn't working out you can transfer over to another provider that is already integrated in your business.

Project MSP

Do you have a large one- off project? Then project MSP is what you are looking for. Project MSP takes control of your talent acquisition needs of a fixed number of hires over a specified time frame. So if you are setting up an new office or a department from scratch and need the right employees quick then the project option can help.

HOW DO SEARCHDATA GROUP IMPLEMENT A MANAGED SERVICE PARTNERSHIP?

Embarking on a Managed Service Partnership can be a daunting prospect. To help you to be sure you are making the right choice below is what you can expect during the implementation stages.

1. Understanding

At this stage we work closely with you to understand what really makes your business unique. We aim to understand your culture, processes, procedures and style to enable us to create a bespoke service that is right for you and your business needs.

2. Partnership

Partnership stage is where we design the acquisition processes with you, in doing this together we create a process that will help your business achieve its goals. With regular open conversations we will confirm important stages of the hiring process, define responsibilities and clarify expectations. We will also outline key performance indicators to determine success and ensure a high ROI.

3. Test

At this stage we evaluate the processes agreed and ensure they are able to meet your requirements. We will also test our technologies and systems to ensure they can deliver on your objectives.

HOW DO SEARCHDATA GROUP IMPLEMENT A MANAGED SERVICE PARTNERSHIP?

4. Implementation

Its time to begin the service! once we have tested our approach and are confident it is fit for purpose we begin the implementation phase. This differs dependent on the individual partnership however we always commit to review, refresh and adapt processes and plans dependent on results of the implementation to ensure it is right for the needs of the business

5. Managed Service Partnership

Once the initial partnership implementation has occurred and any issues ironed out your MSP will be fully integrated. At this stage the service will run harmoniously within your talent acquisition processes and deliver you the talent you have been looking for.

6. Service analysis

We are always looking to improve on our service offering and make improvements that will benefit your business be that within its delivery capabilities, efficiency or within cost. We will consistently analyse our data and report on any areas we can work on together to ensure the best possible service.

RESULTS

A Managed Service Partnership can offer many benefits to your organisations. Below outlines the results you can expect when working together with us.

- Saved time – Knowing your talent acquisition is being taken care of, you can spend your time focusing on what your business does best and continue providing a high level of service to your clients.
- Flexibility – you can scale up or down as your organisation needs.
- Improved employer branding – providing a streamlined and professional experience to candidates.
- Employee retention – by vetting candidates thoroughly you ensure you employ the right fit for your business improving the chances they will stay.
- Improved recruitment processes – we work with you to ensure your hiring process is working to the highest level throughout.
- Reach – with our recruitment technologies, processes and networks we have access to the best talent available.
- Eliminate the need of agencies – by working with you we can pre-empt your requirements far in advance meaning you need to depend less on expensive agencies for short term hires.
- Happy hiring managers – by only presenting the right talent to hiring managers time is saved and much of the related stress is alleviated.
- Talent pipelines – with our pipelines we always have the right talent available whenever you are ready to hire.

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