



QX Recruitment Services

Delivering high quality recruitment services to the

Engineering Sector



As the paucity of skilled professionals in the Engineering, Oil and Gas industries intensifies, companies are focusing on recruitment outsourcing to attract top talent and consequently achieve the highest levels of customer satisfaction.

About QX

QX Recruitment Services is an experienced provider of recruitment and associated support services into the UK recruitment sector. We operate across all the verticals with specific experience within the Engineering, Oil and Gas industries. We've placed hundreds of candidates through our client agencies using dedicated teams to provide client confidentiality, excellent working relations and a tailored service which matches requirements.

QX Ltd, a North Yorkshire based private limited company established in 2003, specialises in providing outsourcing services to a range of private and public companies in the UK. QX's Indian subsidiary is known as "QX KPO Services Private Limited".

QX was established in 2003 by Chris Robinson, an ICAEW- qualified Chartered Accountant and a founding member of the team to take over JCJ (now HCL Doctors), a specialist locum recruitment agency, which he grew from a turnover of £1 million to £30 million within 3 years. Chris currently is Executive Chairman at QX and responsible for defining the overall QX business strategy and actively develops relationship management.

We've been in operation for 10 years and are now established as a leading provider of outsourced recruitment process services, payroll, finance and accountancy for businesses across the UK. We have over 300 staff members serving UK clients from our delivery centres in India.

Used by over a 100 firms and businesses of all sizes (from sole practitioners to Top-250 firms) and UK staffing operations, we provide an efficient solution to ambitious businesses looking to achieve greater profitability by managing costs.

As an ISO/IEC 27001:2005 certified organization, QX is compliant with the UK Data Protection Act and has appropriate safety controls to protect information and intellectual property. A member of the ICAEW and NASSCOM, QX is a BSI audited, ISO 9001:2008 recognized company.

What we offer

We work hard to enable our clients to maximize their own profitability, retain business and engender their own competitive advantage.

Our recruitment teams have in-depth understanding of the requirements of personnel within the Engineering, Oil and Gas sector and also of where to go to find them. We are able to deliver innovative, high value and often bespoke services to our clients to meet their recruitment, resourcing and compliance needs.

We operate on a dedicated service model, not shared service as we have proved that this delivers better results for our clients. With a team working directly for you we are able to build clear understanding of how you work, your own client base and are thus better placed to meet yours and your clients' requirements.

We provide a full menu of services providing end-to-end recruitment outsourcing with clients able to pick and choose the elements which will add the most value to their own offering:

Candidate generation:

- CV searching
- Headhunting/executive search
- Job posting
- Advert creation
- Social media recruitment

Preparing candidates:

- CV formatting
- Compliance and background checks/screening
- Reference chasing/checks
- Interviewing and scheduling
- Personality testing

Managing the process:

- Database cleansing/re-generation
- Out of hours cover
- Timesheet processing
- Payroll
- Finance and accounts
- Data administration services

We will not try to impress you with the number of job boards we subscribe to, what we will do is take a brief from you and meet your needs within an agreed timescale.

Qualified staff

QX Recruitment Services team members are experienced recruiters.

New team members are required to have recruitment experience and are then fully trained using our own internal staff training academy. Here we conduct communication programs for all employees. These training programmes include but aren't limited to process training, English language and accent neutralisation classes, cultural acclimatization and soft skill training. Specific task training is also undertaken.

Security systems/data protection/infrastructure

Client confidentiality is paramount; each team is located within a separate office with entry-card access. Crossing data is forbidden.

We know everything relies on quality infrastructure. To that end, we use a highly secure FTP server and a rapid internet connection for the transfer and exchange of all data. To ensure continuous operational delivery we back-up data every day on remote servers.

For a next-room telephony experience we use an IPLC (dedicated point-to-point connectivity between the Indian office and the Avaya PBX in our UK office) to speak with our clients. This not only provides an excellent communication medium, it occurs at UK local rates. Also, virtual communication in the form of face-to-face meetings is possible through a video conference facility.

Our service includes:

In house managed e-mail server, ie not hosted – An industry standard DELL server with 64 bit Windows 2008 server, physically and logically secured in company premises.

Physical protection – Security process include physical security manned entry points, biometric attendance systems and clear desk policies. All operations areas are protected by a magnetic door locking mechanism with access only to department members. CCTV surveillance is also implemented at all entry points and key operational areas.

Logical protection – Anti Virus/Malware software (McAfee Enterprise edition) protects the server from Virus/Malware. All incoming and outgoing data in our IT infrastructure is controlled by sophisticated Firewall (Fortigate 100A). All methods of data transfers to external sources are controlled. Removable storage devices like pen drives, smart phones, etc. are blocked on workstations. Access to Internet sites (email, ftp, online storage etc) is restricted and only provided when required by use of industry class firewall device. All client data is controlled by an Access based enumeration system which defines levels of access to data. In simple words, a computer user can see and access data only if allowed. Since inception QX Ltd has not had any security breaches. The transfer of important data is in encrypted form.

E-mail spam/virus scanning – All incoming and outgoing e-mails are scanned through a cloud based anti-spam solution (Symantec cloud Anti-spam/anti-virus)

Across all processes we have incorporated systems of control which ensure that we consistently achieve high standards of quality and efficiency. We've virtualised nearly 100% of the computing environment across our data centres.

Global Connectivity

- 19 Mb Internet Leased Line with 5Mbps backup
- 2x2 MB International Private Leased Circuits (IPLC) via different trans-world routing

Quality supplier

QX Ltd's Indian subsidiary QX KPO Services Private Limited, holds both ISO 27001 Information Security Management System and an ISO 9001 Quality Management System certification, is compliant with the UK Data Protection Act and has appropriate safety controls to protect information and intellectual property.

It holds the following awards:

- GESIA: Best KPO/BPO Centre: Rising Star, 2009
- GESIA: Best KPO/BPO Centre, 2010
- GESIA: Best KPO/BPO Centre, 2011 - Silver
- GESIA: Best KPO/BPO Centre, 2013
- IAOP: 2013 Global Outsourcing 100 sub-list, Rising Star

IOAP

QX received 'Rising Star' recognition in IAOP's 2013 Global Outsourcing 100® sub-list. IAOP® (International Association of Outsourcing Professionals) is the global, standard-setting organisation and advocate for the outsourcing profession. With a global community of more than 120,000 members and affiliates worldwide, IAOP is the leading professional association for organisations and individuals involved in transforming the world of business through outsourcing, off shoring and shared services.

GESIA

GESIA is a not-for-profit, industry-led trade body that offers an independent endorsement to the quality and professionalism of an organisation's work. These annual awards, the only ones of their kind at the State level, recognize "Excellence" on the basis of quantitative as well as qualitative criteria and set a benchmark in the outsourcing industry.

Delivering savings

We deliver savings for you, no matter what work we are undertaking for you and we offer a range of charging mechanisms to suit your requirements.

Recruiter employment – our maximum charge for a highly experienced recruiter is around 50% of the UK rate and are fully inclusive of staff salary, hr, welfare and infrastructure cost.

Recruiter employment plus results based – keeping day-to-day costs low with a results-based top-up.

Charge per person per day – with options of 5, 10, 15 and 20 days; purchased days can be used at any time within a 12-month duration and are ideal for fulfilling specific recruitment tasks or for covering annual leave.

Project fees – ideal for database cleansing or headhunting research activities or any projects which can be quantified, measured and invoiced against.

Whatever service delivery mechanism you choose, you will have allocated personnel working entirely for you, building up knowledge and understanding and delivering excellence.

Why QX?

QX Ltd is already providing quality recruitment solutions to satisfied clients all of whom have chosen us because of our service offering:

Dedicated teams – trained to deliver results through your process. We hold a 97% staff retention rate.

Flexible business model – select either a complete RPO package or simply opt into the services that will make a difference to your business.

Independent phone lease line (IPLC) – ensures quality and desk to desk telephony with calls charged as local rates (UK).

Experience – UK recruitment sector experience, engineering, oil and gas sector experience and outsourced recruitment operational expertise.

Audited to ISO and ICAEW standards – quality and excellence guaranteed.

Documented cost savings of up to 50% – increase your profit margins or slice costs from your bottom line.

Data protection – we are fully compliant with UK Data protection legislation.

Benefits with QX Recruitment Services

We are confident we can deliver return on investment to you so you can deliver an enhanced service to your clients.

- We offer a dedicated resource model and not a shared service (ie, where one staff work for multiple clients which affects the quality of services delivered).
- Flexible hours to meet business needs and prompt turnaround.
- Guaranteed delivery times.
- Additional hours of working – office hours are 8.00am to 5.30pm UK time – included within standard charge.
- Out of office provision – we can contact candidates at times convenient to them.
- We can take care of the core and non-core functions of the recruitment agency business so you can add value to your clients.

Case Study

Client business profile:

This client started as a privately owned recruitment business in the UK. It was founded in 1998 and since then has become an award-winning, top-250 recruitment business dedicated to providing recruitment, search and selection services to the engineering and technical sector across UK, Europe and Middle East via its offices worldwide. Today they have a turnover in excess of £32 million and the forecast for 2012/13 continues to look good with sustained growth expected as a result of major long-term, high-value contract wins.

Business situation

The client had an ambitious plan to expand their operations across Europe and the Middle East. While expansion was their plan, cost was a limiting factor. One of their primary concerns was finding ways to grow organically without investing huge sums on hiring additional recruiters and the infrastructure needed to house them.

Moreover, just a few months after they first launched their soft business development activities in Europe and Middle East, enquiries for new business shot up. Our client could foresee that the volume of business (vacancies) coming in needed additional resources in a short period of time. The task of filling these vacancies was a major challenge beyond the scope of what they had initially expected. The question was: how to ensure UK recruiters continue to focus on core activities like client interaction, save costs and simultaneously deal with large volumes of vacancies across regions?

Outsourcing was not the first option they considered. Initially the company considered the possibility of using in-house UK recruiters to deal with the enquiries. But that proved to be an unsuitable solution. Their in-house resources would end up moving their focus away from higher-end, value added tasks like managing client relationships and strategic recruitment activities, which was necessary for sustained business growth.



Solution

The client approached QX to investigate the outsourcing of selected elements of their recruitment process - right from posting jobs to searching candidates, conducting competency based interviews over the phone, and formatting and processing CVs on their Applicant Tracking System (ATS).

To serve the need of the client, QX established a core team of 6 experienced resourcers who worked in tandem with recruiters in the UK. The recruitment team in India gathered and sifted through huge volumes of CVs, searched resumes on job boards/internal ATS database and matched active-candidate-CVs from multiple sources like adverts, networking, and job boards. QX also set up remote desktop connection facility for the Client's recruitment team in India to work on the Client's ATS to maintain the record of every activity they conducted.

The client was closely involved with the initial training and KPIs were established and reported upon on a weekly basis.

The results quickly demonstrated considerable time-saving for the client's in-house recruitment consultants. Also by working on a quick response routine and using night sourcers to find and deliver CVs before their UK recruiters turned up for work the next day, we not only saved them time but also gave them a valuable advantage over their competitors.

In addition to the above, we saved 45-60% of their in-house consultant's daily time spent on admin functions by telephone-screening candidates and narrowing the pool of candidates that came to them. We also saved their resources by monitoring advertised vacancies by using 'spidersearch' technology to create a database of the targeted sector and collecting the vacancy URLs to be monitored.

Conclusion

At an operational level, the outsourced recruitment functions enabled the client to benefit from lower cost, better performance and an increase in the total chargeable time of internal recruiters.

Using our experienced recruiters, knowledge, skills, technology and infrastructure we have effectively implemented quality control and peer-level review procedures to remove any kind of administrative issues.



For results driven recruitment services,
talk to Chris Harrison on:

0870 803 1033 or email
chris.harrison@qx ltd.com

Castle Chambers,
Off Mill Bridge,
Skipton,
North Yorkshire,
BD23 1NJ