QX

QX Recruitment Services

Delivering high quality recruitment services to the

IT Sector

As the paucity of skilled professionals in the IT industry 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 IT industry. 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 IT 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.

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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
- 2×2 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.

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.

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

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 is 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.

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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 IT recruitment 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:

Our client is privately-owned IT Recruitment Company situated in London. It was founded in 1997 to provide engineers (Software, Hardware and IT/ Network Support) and scientific staff, from graduate through to board levels, to a range of market sectors including Mobile, Media, R&D, Finance, Digital and IT. They provide bespoke solutions to clients at the forefront of high-end technology and IT, linking experts on both candidate and client-side to ensure a market-leading level of success for all. To applicants, they provide expert advice on CV presentation, interview techniques and salary package negotiation.

Today they have created an excellent reputation in areas such as Internet/E-Commerce, Digital TV/Video and Broadcast, Image Processing, Graphics, AI, Tele and Datacommunications, Mobile Radio, Networking and Multimedia.

Business situation

Innovation is at the heart of enterprising businesses such as our client, but it is also important that such companies deliver new services to the market in a short span of time at a low cost.

In 2011, our client was looking for an opportunity to improve their recruitment functions without sacrificing quality. They had three choices: interview and hire staff in-house, outsource it to a third party abroad, or establish its own captive centre. When considering the first option, either it proved difficult for them to find the right resources with the right skills that could be swapped in and out of projects as needed or the resources they found were too expensive. When they compared it on a cost basis to outsourcing they knew that an offshore solution was half the cost of hiring in-house.

Believing that a move to India would help them access new markets, retain management control, and save more money as well, they established a captive operations centre with 12 staff in Mumbai, India. The aim was to create an experienced but cost-effective workforce that would take over routine administrative tasks like CV sourcing, candidate generation and headhunting.

However, like many businesses in the UK, maintaining a high level of control while getting the same level of productivity was not as straightforward as it had seemed. In contrast to using a third party provider that had reached a level of maturity, running a captive brought our client in direct confrontation with challenges of its own kind, namely; lack of ownership on behalf of the person running the captive centre, diverted attention, and complex delivery problems due to poor offshore-onsite management. Dogged by the reality of these issues, along with greater management investment than they'd bargained for, our client decided to take work back in-house.

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Solution

In 2012 we began discussions with the client and looked in detail at their previous experience of outsourcing recruitment functions. We highlighted how differently QX operates and persuaded them to try outsourcing again, ensuring all of their concerns were completely addressed. While they kept their in-house consultants to focus on strategic matters and management support, all of their administrative functions - including candidate sourcing, screening and interview preparation - were outsourced to India.

With one experienced and dedicated staff member who worked in tandem with our client's recruiters in the UK, we ran a pilot program for a week. The scope of work outsourced included finding candidates and CVs using their internal applicant tracking database, job boards and head hunting via social media and telephonic interviews. The first pilot allowed us to pace and test out the new system we were trying to implement. Initial issues that cropped up were as varied as lack of communication and client feedback. This test approach helped us find out where the main project could fail, where proposed methods were inappropriate and how these teething issues were to be dealt with. An improved communication plan was implemented before the start of the second longer trial.

Once again, the offshore 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. This time, we were able to save considerable time of our 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 time but also gave our client a valuable time advantage over their competitors. In addition to that, pre-screened candidates from a narrowed pool saved 45% of our client's in-house consultant's daily time that was earlier being wasted on admin functions.

All in, our client today estimates that they get about five full-time employees in India for the price of three UK-based employees, plus the option of scaling up or down whenever necessary.

Conclusion

Today, 5 of our best recruitment consultants handle many parts of their recruitment process right from CV searching to headhunting, job posting, CV formatting, vacancy monitoring, telephonic interviews and lead generation. We've helped our client within a short time and have received positive feedback on the quality of our work.

A lot has been learnt in the process but there is one thing that needs spelling out. For a successful outsourcing experience one needs to treat communication and feedback as a crucial part of the process.

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