

# Case study



## Contract Type:

Global Preferred Suppliers for the supply of temporary IT Contractors for BT Global Services.

## Market Sector:

ICT (Information and Communication Technologies)

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| <b>Elan began working with BT Global Services on the 1<sup>st</sup> April 2004 managing the Global Preferred Supplier and delivering temporary IT contractors</b> |   |
| <b>Key Deliverables</b><br><br>Global supplier<br>Provision of temporary personnel<br>All disciplines and levels of seniority                                     |   |
| <b>Business Overview</b>  | <b>BT Global Services</b> provides outsourcing solutions for Voice and data Communications on a local, regional or global basis and has historically grown market share within the banking and financial markets. Through diversification they have now won business within other areas, for instance they recently won a global deal with Unilever, supplying WAN solutions across the world winning a €1billion deal.   |
| <b>Key Business Challenges</b>  | <ul style="list-style-type: none"><li>• Elan are providing a Global Preferred Supplier agreement where we centrally run and manage each region, providing monthly MI and reporting.</li><li>• Overcoming the cultural differences and different ways of working in the various countries.</li><li>• Overcoming the hiring manager's preconceived ideas, where they do not believe the new PSL can provide the skills they need and they try to establish their own PSL's.</li></ul> <p>Gaining trust with Managers we have never worked with before and who have established relationships with outgoing suppliers.</p> |
| <b>The Solution</b>   | <p>The contract between Elan and BT Global Services was awarded on the 1<sup>st</sup> April 2004 and has had an average of 500+ contractors per annum. There was a large migration of over 90 contractors.</p> <p>Each country has been assigned an account manager to ensure the smooth running of that particular location.</p> <p>The Manpower network has been used extensively and will continue to be used extensively for the duration of the contract.</p> <p>Elan has explored the selling of redeployment opportunities to promote major cost savings, up skilled workforce, career development, etc.</p>     |

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| <p><b>Developing the ongoing Relationship</b></p> | <p>The Global Framework contract has been signed and we are now working in each country to sign individual country contracts. There is an increase in the numbers of permanent placements as well as the number of countries where Elan is working together with BT.</p> <p>We are tendering to be a permanent Global preferred supplier and we are at the initial tender stages to be a permanent preferred supplier in the UK.</p> <p>Elan has grown from an ad hoc supplier to the preferred supplier in 4 European countries (Excluding the UK) and to the Global preferred supplier in over 30 countries (Including the UK).</p> <p><b><u>Value Added Services:</u></b></p> <ul style="list-style-type: none"> <li>• Elan is exploring the opportunity for redeployment programmes.</li> <li>• We have a migration programme for over 90 contractors to promote significant cost savings from margin consolidation.</li> </ul> <p>Elan provides monthly management information, detailing the performance against the agreed service levels, across all the countries. A central contact point will be set up to provide daily support to BT's central team.</p> <p>To minimise risk for BT, we operate legally compliant models in all the countries we operate in, therefore we are able to assist BT with pay rolling contractors who are working through non-compliant agencies.</p> |
| <p><b>Testimonial</b></p>                         | <p>“Elan form part of the BT Global Solutions preferred supplier list for IT contractors both in the UK and internationally. They have been working with us since April 2004 when the PSL was created. A good and supportive working relationship has been developed over this time”</p> <p>Michelle Saunders, Head of Resource Provision, BT Global Solutions</p> <p><a href="http://www.bt.com">www.bt.com</a></p>  |
| <p><b>Further Information</b></p>                 | <p>For further information on this case study please contact:</p> <p>Graham Hewitt<br/> Elan House<br/> 5-11 Fetter Lane<br/> London<br/> EC4A 1QX<br/> Tel: 020 7830 1473<br/> Email: <a href="mailto:graham.Hewitt@elanit.co.uk">graham.Hewitt@elanit.co.uk</a></p> <p><a href="http://www.elanit.co.uk">www.elanit.co.uk</a></p>   |