

# exela

## TECHNOLOGIES

## CASE STUDY



Staffing Solutions

**PROFESSIONAL  
SERVICES**



**PASSIONATE  
ABOUT PLACING  
PEOPLE**



# CLIENT BACKGROUND

Exela is a business process automation (BPA) leader, leveraging a global footprint and proprietary technology to provide digital transformation solutions that improve efficiency, quality, and productivity.

## THE OPPORTUNITY

ACS had already formed an established relationship with Exela prior to my appointment and I therefore inherited this supplier relationship.

I was not a great believer in using recruitment agencies due to previous poor experiences and therefore was expecting the same sort of service; poor candidates, high attrition, poor communication etc.

I was introduced to both the ACS Office Manager, Hannah, and my Account Manager Charlotte, and they talked a great game; however I'd heard the patter before and I am convinced I left them feeling pretty deflated. How wrong was I?

My Account Manager Charlotte was incredible with her communication, attention to detail, and sourcing great candidates at short notice. Not once did she or her colleagues let me down and always done with a smile on her face. Charlottes' infectious personality always put a smile on everybody's face and she very quickly formed great working relationships with key people within my team. It appeared that her sole purpose was to make sure that I as the client, was happy with the service I was receiving.



**In a short period of time, the Professional Services team at ACS Staffing Solutions provided Exela with 150 candidates who met our client's requirements and deadline. Using the team's expertise and experience, we provided qualified candidates for our client.**

## **THE CHALLENGE**

Exela needed to hire a large number of Customer Service and Administration employees in a short period of time. They anticipated it would be challenging to find candidates who could commit to the shift schedules given the short deadline and the requirement that all candidates be trained and prepared to go.

"A project that required 150 people that had to be LIVE within 3 short days. Due to the great service I had received in the previous 12 months, I wanted to give ACS the opportunity to become our preferred provider, however I was still nervous that the ask was going to be too large given the tight deadlines. Did I need to partner up multiple agencies to achieve the goal...?"

## **THE SOLUTION**

By collaborating with us, Exela had access to thousands of qualified candidates from our database who were available. Our team matched candidates based on their experience, qualifications, locations and shift pattern.

We also support our clients with timesheets, invoices and more.

I called Charlotte and delivered the task and without missing a beat she replied, "Yep, we can do that for you. Lets get a planning meeting sorted".

The next few days were a whirlwind. Lots of planning, hardware, systems, training. Late nights, early starts. The meticulous planning and support from the ACS team was incredible.

**They became part of my business and a huge part of my team.**





**We are proud to have placed over 150 qualified and trained candidates for our clients. This has since built up to over 300 candidates. Having met the needs and requirements of our client, we are delighted to have become their go-to recruitment firm.**

## **THE OUTCOME**

We hit deadline day and miraculously I had 150 people, all setup, trained, all good to go.

Throughout the project there were many challenges and fluctuations in the numbers of people that are required. There were times where I would call Charlotte late into the evening to request a significant uplift in numbers for the following day and like magic she would make it happen. No fuss, no issue. Charlottes partner in crime Alex was a god send. They worked tirelessly to ensure that all hours worked were captured, requirements for hours were fulfilled and invoices were timely and accurate.

The project was a huge success for all involved and a testament to an extraordinary relationship between the two businesses.

The support from the owners Hellie and Chris, and Manager Hannah, was exceptional. Always available to troubleshoot problems, bounce around ideas and plot our next tactical move.

I couldn't have succeeded with this project without this fabulous team of people, specifically Charlotte and her colleagues Alex and Hannah.

ACS as a business is a fabulous example of a business that really cares about the job they do and how they do it. They are a fantastic group of people and I'm pleased to say they will be my go to team should I have further recruitment needs.



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**RECRUITMENT**

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