

Case Study → Fuji Xerox Australia

Background →

Fuji Xerox Australia is a worldwide leader in document outsourcing. Since 1998, they have provided managed services to more than 100 customer sites across the country with leading Australian organisations and government departments. The company is currently in a growth phase, demanding high levels of recruitment often within extremely short time frames. Consistent changes in technology means Fuji Xerox Australia regularly has to respond to the market by ramping up staff numbers for specialist projects, with contractors who possess solid technical knowledge and expertise.

Traditionally, Nayyar Ghaznavi, Applications Services Manager for Corporate and FX Global Services, has sourced new hires through job boards and a range of IT recruitment agencies. The results have been inconsistent and in many cases, he has been forced to return to the marketplace to fill a role for a second time. While market conditions have impacted recruitment activity to a degree, Fuji Xerox Australia also experienced low levels of service from suppliers that was reflected in the recruitment outcome.

The Challenge →

Fuji Xerox Australia needed to address the following key areas if they were to be successful in fulfilling recruitment demands in the future:

- 1. Cost per hire; with many contractors working on projects for up to or over 12 months the cost of ongoing margins was critical.**
- 2. Service quality; with special projects increasing, finding a supplier that could deliver a recruitment process with rigor, speed and accuracy was key to ongoing success.**
- 3. Control of the process through a recruitment partner as opposed to a transactional reaction that would deliver a greater degree of satisfaction and significantly impact Fuji Xerox Australia productivity and market position.**

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The Solution →

Through recommendation, Best International was introduced to Fuji Xerox Australia. Best International was immediately able to deliver tangible results for Fuji Xerox Australia through its unique pricing structure “**Zero Margin Contract**” rates and its **Best Practice** Recruitment process.

Rather than pay an ongoing margin for the full term of each contractor Best International charged Fuji Xerox Australia a single placement fee per contractor, based on the level of involvement to source each hire rather than the duration of the contract. This solution offered Fuji Xerox Australia both a significant cost saving per hire and a means to manage recruitment contract budgets effectively.

Best International’s Best Practice recruitment process ensures accurate hires through a rigorous process that is detailed throughout every brief. A face to face visit for every job specification ensured a thorough understanding of the role within Fuji Xerox Australia, the criteria of the right hire and the anticipated turnaround time.

Built into each fee is an allowance for additional aptitude, skill and psychometric testing.

A timetable or ‘project plan’ was established, detailing each element of the recruitment process and the corresponding date for completion / delivery. At this point Fuji Xerox Australia was able to clearly follow the process Best International would undertake and determine a precise timeframe. Fuji Xerox Australia’s approval of the project plan enables Best International to commence the process against clear expectations outlined. The project plan was of extreme importance to Fuji Xerox Australia and the success of the ongoing management of recruiting contractors. This was the first time Fuji Xerox Australia was able to clearly communicate its expectations with a recruitment provider that was willing to commit.

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Outcome →

A cost of saving of \$243,000 year to date, based on an analysis of 16 contractors initial and extended contracts, which equates to a \$16,200 saving in contract margin per person hired.

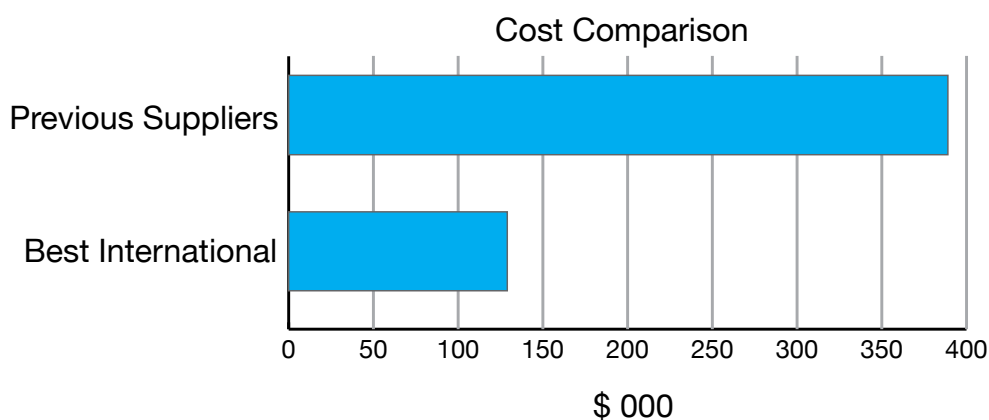
A greater degree of accuracy in the hires sourced; to date Fuji Xerox Australia has not yet had to return to the marketplace as result of a wrong hire from Best International

Fuji Xerox Australia has now achieved a clear recruitment process that is consistently improved upon, through the ongoing and open communication that Best International bases its services on.

The time and associated cost savings of using Best International have been of enormous value to Fuji Xerox Australia. Typically, previous suppliers were averaging short-lists of 5 candidates for each role, Best International present short-lists averaging 2 candidates.

Quality of hires; finding candidates that are closely aligned to the needs of Fuji Xerox Australia and its long term growth plans is key to the organisation's success and ultimately, its position as an employer of choice in a very dynamic business market.

Cost saving →



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What Fuji Xerox Australia had to say →

“Best International is the only recruitment company that has come to us for a face to face meeting on every role we extend to them. They make the time to get it right and it works.”

“I have been extremely surprised by the cost savings we have experienced since using Best International”

“Every role that we hire for is unique in one way or another, Best International appreciates this and therefore documents each role as they translate it and then feed it back to us for approval – it’s this communication that ensures we get accurate hires everytime.”

“Their willingness to consistently improve and measure our satisfaction means they never lose touch with our organisations’ objectives.”

How Can We Help You? →

If you would like Best International to help control your contract costs or indeed if you have any other people related issues we’d be delighted to help. Please contact us.

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