

COVENTRY Building Society



Following the success and proven delivery capability across IT and Change for Permanent resource, MBA were approached by CBS in late 2018 to design and deliver a 'Managed Service' solution to increase their capability of contract and interim resource, secure the very best talent, manage their direct contractors more effectively, manage external suppliers through a 'single contract' and deliver cost efficiencies.

SCOPE

- Increase delivery capability of flexible contract/interim resource
- Migrate direct contractors to MBA
- Transfer the external agency relationships to MBA
- Deliver cost efficiencies
- Improve onboarding time and improve time to hire

SOLUTION

- Develop a dedicated internal capability to deliver required resource
- Proactively build 'talent pipeline' based on future business demand
- Create a tenure based managed service agreement delivering cost reduction on current and ongoing agency agreements
- Recruit a 'Contractor Services Manager' to ensure contractor care is improved and aid with retention of key resource

RESULTS

- Over £500k of cost efficiencies delivered through improved commercial model
- 100% of direct contractors successfully migrated to MBA
- Over 95% of all new contractors delivered by MBA including Change delivery teams (Business Analysts, Project and Programme Managers), Head of IT, Head of Transformation, Deputy CISO, Chief Accountant and Strategic Procurement Lead
- Existing supply chain transferred to one Managed Service agreement with MBA
- Over x50 agency managed contractors migrated giving immediate and ongoing cost reduction and future reduction on contractor tenure
- Successfully delivered over x170 new contractors across IT, Change, Finance, Procurement and Marketing
- 'CV shortlist' reduced to 3 days and 'Time to Hire' reduced to 10 days
- Increased client and contractor satisfaction through implementation of Monthly Survey providing valuable data for continuous improvement

COST SAVINGS OVER
650k

**OVER
170**
NEW CONTRACTORS
DELIVERED

**OVER
95%**
NEW CONTRACTORS
DELIVERED BY MBA