

Elan Computing

Elan UK differentiates its service offering using IKM

The Client

Elan specializes and dominates the IT&T Recruitment market, operating in 16 countries from 55 offices. A GBP Billion organization, Elan provides IT professionals to over 10,000 companies across the globe, with thousands of staff currently on client premises.

Elan has built a reputation for quality delivery of IT personnel in all technologies and disciplines on a contract, permanent, managed service or outsourcing basis, and continue to attract the best partners in IT, such as BT, HP, and IBM.

Elan's UK operations currently has over 5000 contract staff in positions, and place over 2000 permanent IT specialists every year.

In 2000, Elan was acquired by Manpower, one of the largest employers in the world.

Elan uses IKM to produce objective proficiency profiles that include:

- necessary knowledge
- understanding
- practical experience
- work speed
- overall strengths and weaknesses

The Challenge

Continually working with the widest selection of skilled IT staff, and wanting to maintain the status as the leading specialist to attract the best candidates and grow the business, Elan wanted to ensure the screening and placement process was performed at an optimal level.

With the added objective of doubling the forecast from placing 2000 IT professionals in 2004 to 4000 in 2005, Elan needed a reliable and comprehensive means to ensure its candidates would continue to meet their high standards.

Contract Challenges

Critical to the candidate pre-screening and placement process is the need to ensure skill levels are not only of a high standard, but remain so under time critical circumstances. Elan also needed to provide an environment for their contract recruitment team to perform job specifications and pre-screening of candidates quickly and easily.

Permanent Challenges

Hiring just one new member of staff can take days away from focusing on core roles. A wrong placement can be costly, absorbing time and money. Elan wanted to ensure its permanent recruitment consultants could provide a seamless path to permanent placements, including pre-screening, knowledge assessments and inductions, as well as achieving a high degree of repeat business.

Maintaining PSL Agreements

As with many recruitment organizations, Elan has a number of Preferred Supplier List (PSL) agreements in place. Integral to these is the need to ensure that any potential candidates' skills can be substantiated.

“ Using IKM TeckChek™ we have virtually eliminated time wasted on unsuitable candidates and shortened the technical evaluation process. ”

Joanna Wood,
Marketing Manager, Elan



The Solution

Elan uses IKM as part of its commitment to meet its clients' requirements to pre-screen job applicants as well as to identify and ascertain existing skill levels.

"In today's business environment, finding people with the right skills needed to deliver key business objectives is critical to our clients' competitive capabilities," states Joanna Wood, Marketing Manager, Elan.

IKM offers a wide range of standard and customized assessment packages for professional, occupational and psychometric requirements. IKM's Professional range of assessments include a unique adaptive methodology to achieve the most cost efficient and effective way of measuring knowledge in the shortest possible time.

Adaptive assessments adjust the difficulty of questions based upon the answers to the previous questions. In this manner, no time is wasted giving beginners questions that are too difficult, or asking senior professionals questions that are too basic. Multiple correct answers also ensure that the fewest number of questions are required to produce the greatest level of knowledge detail.

Wood stated, "Using IKM allows us to produce a detailed evaluation of knowledge levels in the shortest possible time. This means we can quickly produce a shortlist of quality candidates to our clients."

Elan wanted to ensure the screening and placement process of candidates performed at an optimal level.

Elan has access to over 750 assessments including IT, Sales, Project Management, Clerical, Call Center, MS Office and Computer Literacy. Predominantly using IKM TeckChek™, Elan produces an objective and detailed proficiency profile of the candidate, including necessary knowledge, understanding, practical experience, work speed, and overall strengths and weaknesses. This level of detail is critical when placing permanent and contract professionals.

Wood said, "One of the most important services we can offer our clients is the ability to pre-screen potential job applicants prior to interview. Integral to this is IKM TeckChek™, which substantiates candidates existing knowledge levels in relation to the permanent or contract job at hand."

IKM assessments can be delivered online in a supervised environment administered by Elan or remotely as self-administered assessments.

The Results

Since using IKM for pre-screening and assessing candidates, Elan has a higher degree of confidence in providing a quality service for its clients.

Elan has reduced the incidents of clients wasting time on interviewing the wrong candidate or conducting in-depth technical evaluations. "Using IKM TeckChek™ we have virtually eliminated time wasted on unsuitable candidates and shortened the technical evaluation process," added Wood.

Pre-screening and knowledge measurement has also improved the candidate placement rates for Elan. "Including IKM's solutions to offer free training and innovative candidate search and selection methods, we achieve a greater level of repeat business," said Wood.

Elan is also utilizing IKM to extend its value-add services by providing competency evaluations to existing workforce of key clients. "IKM TeckChek™ enables us to substantiate the level of competency of IT professionals so we can clearly identify what training needs are required. Through conducting pre- and post-training assessments we can supply our customers with an accurate training return on investment (ROI) figure. IKM TeckChek™ not only enables us to assess quickly, it enables us to do it accurately," continued Wood.

Overall, IKM has improved the level of quality Elan offers its clients.

"IKM TeckChek is an important value-add service that improves the quality of our overall offering to our clients," concluded Wood.

Contact IKM

IKM has thousands of clients across 22 countries in most verticles. For more informaton on IKM and its knowledge measurement solutions, contact IKM Offices:
<http://ikmnet.com/contact>

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