



People Developing Systems



## Success Brief

Profile RPM  
(Recruitment Process Manager)  
RPO division

***“ We ran multiple projects placing some 6,000 people within the Inland Revenue. That means NRG RPO handled 80,000 calls and managed complex processes all over the UK to deliver the right number on time for the client. Profile has fulfilled our key challenges 100%”***

**Marcus Corner**  
**IT Director**  
**NRG RPO**

## RECRUITMENT PROCESS OUTSOURCING

Microdec chosen to provide unique client solutions

### Company

NRG (Northern Recruitment Group) Group

### About

NRG Group is an innovative people business whose core activities are in recruitment and HR services. Since 1976 NRG Group have grown into a £22m company with a listing on the LSE and are currently at their most profitable. With business centres throughout Scotland, Yorkshire, North East, and London, NRG have a national capability through NRG RPO.

NRG RPO is a division of NRG which specialises in Recruitment Process Outsourcing. RPO is business specific and RPO solutions by NRG are unique to each client whether the need is Assessment and Selection, Response Management, MI, analysis and review, or an end to end recruitment solution.

Repeat business plays a huge part in their success.

### CHALLENGE

NRG's client portfolio is evenly balanced between public and private sectors and they are major contracted suppliers to HMRC, UKBA, Home Office and Framework and they have an impressive list of clients in education, local authority housing, NHS & utilities such as Scottish Water. They also work with high profile bluechip clients Barclays, Npower, British Airways and private sector clients that span from, Komatsu and Arriva to SME's and everything in between. Due to its large client base, NRG RPO's key challenge was to fulfil its very diverse business needs, that range from standard recruitment models, Master Vendor Models, to very large single client projects.

NRG RPO needed a recruitment system that could handle every type of recruitment imaginable. *"One that was reliable, customisable, scalable and cluster-able"* said Marcus Corner, IT Director of NRG RPO.

#### SOLUTION

NRG RPO chose Profile for its scalability, ease of use and the fact that it could be deployed via Terminal Services. Because RPO is client specific, NRG Group needed a system which could be flexible enough to adapt to each client's needs.

NRG RPO set up a high volume recruitment call centre for its public sector client, The Inland Revenue. Using Profile for search and selection, they were able to provide a large number of suitable permanent and temporary staff on a very diverse scale. *"We ran multiple projects placing some 6,000 people within the Inland Revenue. That means NRG RPO handled 80,000 calls and managed complex processes all over the UK to deliver the right number on time for the client. Profile has fulfilled our key challenges 100%"* said Marcus Corner.

With easier access to management information and easy management of standard documents, NRG RPO's employees are now able to process administrative tasks and categorise clients/candidates faster, providing a recruitment service that can maintain any volume in any diversity, to any client.

#### BENEFITS

Easy to search user interface, categorise clients/candidates faster, providing a recruitment service that can maintain any volume in any diversity, to any client.



Since 1983 Microdec Plc has been developing Recruitment Software systems, which comprehensively address the requirements of the Recruitment industry.

Based on a philosophy of continuous improvement, we constantly liaise with our customers, in order to improve our products and services, thereby ensuring that we offer solutions that are both reliable, cutting edge and an outstanding service to match.

#### Microdec Plc

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