

### Case study – Morgan Spencer, recruitment company

Morgan Spencer was established in 2001, and quickly became one of the fastest growing independent recruitment consultancies in London.

The company is wholly committed to serving the London market place, supplying office and accountancy staff to a wide range of London based organisations ranging from Financial Times stock exchange (FTSE) 100 companies, to professional partnerships, non profit bodies, small to medium enterprises (SME's) and start up ventures.

The success of Morgan Spencer has been based upon six key philosophies:

- personal approach
- partnership approach
- consistent standards
- responsive
- candidate suitability
- 100% service guaranteed.

### Decision

A key factor to ensuring all the key philosophies were adhered too was for the staff focus to be based purely on sales and customer service. The best way to ensure this happened was to outsource all Back office functions.

Margaret George, Managing Director for Morgan Spencer, looked at various outsourcing options, her strict mandate was to find an organisation whose ethos was to offer a partnership relationship, an outsourcer who could perform the tasks required offsite, but to also work as an extension of Morgan Spencer so full control was not relinquished.

Having reviewed multiple suppliers, Safe Outsourcing was an obvious solution for Morgan Spencer.

Safe Outsourcing's market leading technology enabled Morgan Spencer to relinquish the responsibility of back office functions, but maintain control of the business via the web based agency portal, and, visibility of real time management information and reports.

# Safe | Outsourcing

Market leading outsourcing services

## Case study

Morgan Spencer use pay and bill, credit control, and management information reporting

### Reasoning

Margaret George explained the benefits of using the Safe Outsourcing technology solution:

“Very simply it allows us to be 100% focussed on our core business activity which is recruitment, and their systems and processes ensure that we remain 100% confident that our pay and bill process is being delivered accurately and speedily”.

A common perception of Outsourcing is that it takes control away from the business, and it is key to any outsource solution that decision making is retained for the client in the process, and accurate information is available and visible 24-7. Margaret George saw this as a key decision making principle when choosing Safe Outsourcing:

“Due to the technology that Safe Outsourcing has it means that we have access to management information and reporting twenty four hours a day, seven days a week, at the click of a button. I could be anywhere in the world and see what is going on in the business”.

Safe Outsourcing’s software platform is the most technologically advanced outsource system for the UK’s Recruitment market, utilising a pay and bill solution that processes approx. 40% of the entire UK recruitment industry’s temp population. One of Margaret George’s main reasons for opting for the Safe Outsourcing model was to utilise the comprehensive and cutting edge technology to deliver competitive advantage.

### Future

As with every agency, forward projection is crucial, so Margaret George explains what she thinks the future holds for Morgan Spencer and Safe Outsourcing

“The recruitment sector is extremely fast paced and Morgan Spencer prides itself on being able to respond quickly to our client’s changing demands. Innovation is key to our success and in Safe Outsourcing we firmly believe we have a partner who will continue to support and provide innovative and market leading service and technology that we need to succeed in a highly competitive market”.