

Touchpoint RPO

For companies in the Digital, Online and eCommerce space



- Lower Recruitment Fees with Fixed Costs
- Stay in control through our Applicant Tracking System
- Relieve your HR & Line Managers
- Bespoke services to meet your company's needs

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Overview

Touchpoint Resource specialises in providing Recruitment Processing Outsourcing solutions to businesses within the Digital, Online and eCommerce sectors. Our specific industry knowledge enables us to provide expertise in finding and attracting the best talent for your company. Other key features include bringing recruitment costs down, improving the quality of service, and freeing-up hiring managers and HR from the interruption of dealing with the entire recruiting process.

What is RPO?

RPO (Recruitment Process Outsourcing) provides an efficient alternative to traditional recruiting methods. Effectively, an RPO provider becomes your own recruitment department, providing a complete managed service to meet your company's recruitment and staffing needs. RPO also takes away the issues surrounding dealing with third party recruitment agencies or employing internal recruiters. Many companies, large and small, are now reaping the benefits of outsourced recruitment and consider RPO as an example of how the hiring process is evolving.

Touchpoint's RPO Solution

Specifically for SMEs in the Online, Digital, eCommerce and Technology sectors, catering for all commercial, technical and operational roles. Recruiting the right team to take your business forward is a huge task with multiple challenges. Touchpoint's RPO solution ensures that each challenge is met with the relevant expertise and confidence, enabling your business to thrive using our market-leading service and cutting-edge techniques.



- A fully committed recruitment partner, able to integrate with your HR function and work seamlessly, providing consultancy and recruitment services
- Effectively your own Recruitment Department with a thorough understanding of your business; the culture, your long term strategy (and short term objectives), your business philosophy, budgetary concerns and your specific recruitment needs.
- Managing all other recruitment suppliers
- Full campaign management (inc. PR and Brand awareness, candidate perception etc)
- Use of our Applicant Tracking System 24 hours a day, seven days a week
- A dedicated team of 'Research' and 'Tracker' Recruiters with specific knowledge of the Media, Online, E-Commerce, Digital Marketing and Technology sectors. This gives us the ability to identify the best passive and active candidates in the market.
- Your own in-house recruiter *optional* on a part or full time basis, who will have greater understanding of the people and requirements within your organisation

KEY BENEFITS

Cutting recruitment costs

We can significantly reduce costs by creating a bespoke solution to meet your specific needs, streamlining processes and identifying the most cost effective solution for your business. Our objective is to give you more for less.

Securing the best talent

Organisations need to secure the best people quickly and efficiently to build a competitive advantage. As your trusted RPO partner we will only settle for the best and will be your single point of entry to the candidate market place. Our databases and networks are already teaming with top talent, we are expert head-hunters and also utilise social media to the max. We know how to attract and nurture talent and we are your advocate to the candidate market.

Removing the administrative burden

By taking on the operational and administrative activities of Recruitment and HR, we allow clients to focus on value-add and strategic activities. RPO will also create consistency in the recruitment process across the entire business.

Applicant Tracking System

Touchpoint's ATS keeps track of the complete hiring process. The system gives you total visibility and control of your entire recruitment process from start to finish, providing all recruitment administration in a secure online portal, ensuring maximum hiring efficiency.

Delivering exceptional services

By refining processes and measuring the outcome against agreed KPIs, we provide a continually improving service ensuring value-add. We will vastly improve communication both internally and externally through account management services.

HR and Training Services

HR & Training services can also be included as part of your solution if required, including: HR Policies and Procedures; HR Strategy; Management and Leadership Development; Sales and IT Training; Psychometric, Ability & Aptitude Testing; Health, Safety, Environmental & Quality. This allows existing HR departments to focus on other strategic issues.

Significantly reduce your average cost per hire

There are NO UPFRONT COSTS to use Touchpoint's RPO Solution and therefore NO RISK. Save an average of £2000 per hire (based on a position with a £40,000 basic salary).

How it works

As one of our RPO clients, our job is to be your personal recruitment department. We can either do this remotely, or can have a presence on-site at your offices (or a combination of both). We provide you with a dedicated account management team to work alongside HR and Hiring Managers to fully understand you as a business and to deliver your recruitment needs. Touchpoint invests the time to completely understand the core values and culture of your business. We also get to know each individual department and hiring manager to ensure that we are able to attract and select the best passive and active candidates. We expedite and manage your recruitment, whilst allowing you to have total control.

Candidate attraction, screening and interviewing

We are experts at recruiting for the Technology growth sector and understand the core skills, experience and mentality that individuals need to be a success. Touchpoint source and attract candidates from a wide spectrum of channels, utilising the latest and greatest in digital and social Media methods as well as tried and tested techniques to uncover the best active and passive candidates in the market, enabling us to deliver you a shortlist of the highest quality. Our screening and interviewing techniques come from many years' experience of recruiting for just about all commercial, technical and operational roles. Our motto for interviewing 'peeling back the onion' might sound a bit silly, but we believe that interviewing needs to go way beyond questions related to a person's experience and knowledge. Identifying an interviewee's core attributes and beliefs will determine her motivational fit and future behaviours. Using techniques to uncover this information enables us to understand what makes a person 'tick' and thus make effective hiring recommendations.

A clear, concise and positive message

We ensure that every potential hire hears the same great message about your company. We make it our business to understand the core marketing message for your business and act as a conduit to communicate this to the candidate market.

Your HR and Hiring Managers get their time back!

Touchpoint manages the whole process from creating job specs all the way through to offer, meaning that your HR and Hiring Managers don't need to spend hours of their time dealing with recruitment agencies, reviewing large lists of speculative CVs, conducting interviews with unsuitable candidates and administering the hiring process. They get their time back, meaning they can focus on other core activities in the business.

Who for?

Exceptional people for exceptional companies

The Touchpoint RPO Solution is designed specifically for SMEs in the Media, Online, E-Commerce, Digital Marketing and Technology sectors. We have extensive experience of recruiting for both start-up and established technology companies across Europe.

Our RPO Solution is for:

- ✓ Small to Medium sized companies in the Digital, Online and eCommerce sectors companies, headquartered in the UK or Germany
- ✓ With 10-500 heads
- ✓ Hiring anywhere between 5 and 200 heads annually

Example client types:

- ✓ Software / SaaS Vendors
- ✓ Digital Agencies
- ✓ IT Consultancies
- ✓ Internet / eCommerce Companies

Applicant Tracking System (ATS)

TouchDown ATS:

Effective

Touchpoint's ATS keeps track of every aspect of your hiring process, from creating job profiles, reviewing CVs to requesting interviews and making offers, saving hours of recruitment admin time.

Easy on the eye

It's a simple and effective toolset with exactly what you need to administer your recruitment without being too overcomplicated. It's easy for HR, directors and hiring managers to access the information they need with the ability to post vacancies, give specific instructions to Touchpoint, review CVs, arrange interviews and give feedback.

Accessible

A secure online portal available 24 hours a day, 7 days a week, meaning that you can track progress of every position at any time.

All part of the service

There are no additional costs involved for using the ATS. It's all part of the service.

Recruitment Services

Permanent Recruitment

Touchpoint excels in finding the best talent, whilst building confidence and trust with candidates and clients alike. Our ethos is built around search work and networking, but as a result we have built an impressive database of many of the best commercial, operational, technical, managerial and board-level candidates within our sectors throughout the UK & Europe. This also provides us with an effective tool for networking with existing contacts. In addition to this, we use cutting edge online systems and social media to source, identify and secure the best talent for our clients. Each recruitment assignment is carefully planned and executed with a focus on meeting agreed timescales. Candidates can be presented as and when identified, or a by means of a short-list. Touchpoint Recruitment Consultants use highly skilled in screening and interview techniques which enables us to understand what motivates a candidate, as well as their core skill-set, experience and achievements. This allows us to select candidates that will fit into the specific department/team within your business. Some assignments for senior executive positions require a specific tailored campaign and we use many years' of experience to carry out these senior search projects.

Temporary / Contract / Interim Solutions

Due to the long and short term flexibility this approach gives both the client and the employee/contractor, this type of recruitment is becoming a preferred option for many. We provide solutions to meet the needs across each of our specialist market areas. With an expert knowledge of our markets combined with expertise in resourcing individuals for short and long term contracts, Touchpoint is an ideal partner for providing this type of resource. We manage the whole process from start to finish, including all payroll/ legal contracts etc. If preferred, the client has option to payroll contractors. We ensure that we comply with the latest legislation and follow the code of practice set out by the REC. For example, we help your business (and ours) comply with AWR 2011.



“Access the Touchpoint Talent Pool, packed full of the best digital industry talent”

Internal Mobility

Actively promoting internal staff helps keep talent within a business. Whilst it may mean backfilling one role, keeping talented people within the organisation ultimately saves times and money. Perhaps more importantly, it means knowledge and experience are not lost and that staff are kept engaged and motivated, encouraged by the fact that they can see there is opportunity to progress their career within the organisation. An important aspect of creating a thriving and dynamic environment is to ensure excellent communication, as well as creative ideas in order to build an internal marketplace. As a cutting-edge recruitment company, Touchpoint will help define clear and effective processes, fitting with your company's policies, ensuring all staff members are engaged.

Re-cap

Features

- ✓ Fully committed recruitment partner, able to integrate with your HR function and work seamlessly, providing consultancy and recruitment services.
- ✓ Campaign management (inc. PR and Brand awareness- candidate perception etc)
- ✓ Sourcing, identifying & attracting candidates using the latest and greatest talent acquisition methods; Touchpoint Database, Job Advertising platforms, Social Media, Proactive Search
- ✓ Managing third party recruiters
- ✓ Conducting preliminary interviews and referencing
- ✓ Key performance indicators agreed and attained to
- ✓ Full use of our Applicant Tracking System
- ✓ Interview assistance (on site interviewing with client)
- ✓ In depth candidate Reference Checking
- ✓ Access to Candidate Profiling Technology
- ✓ Assistance with Internal Mobility

Benefits

- ✓ Cost effective
- ✓ One provider to provide for all of your recruitment needs with our Account Manager
- ✓ Specialist in your market sector
- ✓ In depth understanding of your business needs
- ✓ Your own "Recruitment Department"
- ✓ Professional promotion of your company/ brand to the candidate market
- ✓ Removing the administrative burden of recruiting
- ✓ HR Services and Training Services available at additional cost
- ✓ Your own online tool set for tracking progress
- ✓ Your own in-house recruiter on a part time basis, who will have greater understanding of the people and requirements within your organisation
- ✓ Enhanced candidate management processes
- ✓ No up-front costs

PRICING

An easy decision

With our standard pricing structure there are NO UPFRONT COSTS to use Touchpoint's RPO Solution and therefore NO RISK. What's more, our Applicant Tracking System comes free!

Fees

PERMANENT: Pay on success only 12.5% of basic salary

CONTRACTORS: Contractors priced on a 10% margin

SENIOR EXECUTIVE SEARCH: Priced on request

We also have other pricing options to suit your specific requirements. Please enquire for more information.

About Touchpoint

Touchpoint was formed at the beginning of 2010 with the aim of providing cutting-edge recruitment services to clients with the Online and Digital sectors. At Touchpoint, we set out to create a business that will become a leader in a changing recruitment industry. We understand that the time has come for recruitment companies to add more value to the services they provide, and we are at the forefront of adopting and incorporating “Recruitment 3.0” into our business model. We provide a level of service that goes way beyond the ethos of yesterday. Touchpoint provides a range of recruitment services to companies operating within the areas of Media, Online, E-Commerce, Digital Marketing and Technology. Our ethos is simple – expert and honest recruitment services for the online & digital industry.

Touchpoint Consultants are experts at recruiting for the Technology growth sector and understand the core skills, experience and mentality that individuals need to be a success. We source and attract candidates from a wide spectrum of channels, utilising the latest and greatest in digital and social media methods as well as tried and tested techniques to uncover the best active and passive candidates in the market, enabling us to deliver you a shortlist of the highest quality. Our screening and interviewing techniques come from many years' experience of recruiting for just about all commercial, technical and operational roles.



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