

Business Case Study:

develop & Capita.

Engineering Your Growth.



develop.
Engineering Your Growth

Capita

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Executive Summary.

This case study showcases Capita, an outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences, and their partnership with develop, a leading technology and software engineering recruitment partner.

- Capita engaged develop to deliver **Permanent, Contract and FTC recruitment solutions** into **Capita Internal Resourcing** for requirements across the UK.
- develop were the **go-to supplier** for technology and digital change and transformation professionals across Capita and their portfolio of customers.
- develop delivered contract resource for major internal and external transformation programmes including **OneCRM, HR2020, TfL, Network Rail** and **PCSE**.
- develop expanded and evolved its partnership with Capita and consistently delivered hires from entry level resources to **Major Programme Directors** and **Executives**.
- develop are the only UK based agency to assist Capita in achieving their **ISO44001 accreditation - in conjunction with BSI, this is an accreditation that has been held for 4 years consecutively**.

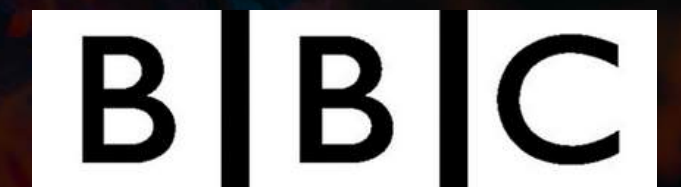


develop Overview.

- ▶ We partner with the world's most innovative businesses to deliver **digital transformation programmes**.
- ▶ We are a leading contributor to the **technology and software engineering** community and a disruptive technology recruitment business.
- ▶ Our teams are talented, our processes are sophisticated, and we have **genuine first-mover USPs**.
- ▶ Our Consultants **learn to code** in the language they recruit – designed to facilitate **deeper technical conversations** and proven to **reduce time to hire**.

Our Partners.

SAMSUNG



DIAGEO

next

develop & Capita.

- Specialise in scaling technology and digital change and transformation programmes across 3 key areas:
 - **Senior Appointments**
 - **Portfolio/Programme/Project/ Product/ Business Analysis/Consulting**
 - **Technology**
- An internal division at develop created **exclusively** to partner with Capita.
- Proven experience of successfully hiring difficult to fill **Permanent, Contract** and **FTC roles**.
- Successfully hired in over **20** Capita owned businesses/divisions.
- Successfully hired in **multiple geographies** across the UK.
- Placed key personnel on large internal and external programmes .

Pay360

CAPITA

CAPITA

Life and Pensions

Resourcing

update
infrastructure
Part of Capita plc

Capita

Data Communications Company



TRUSTMARQUE

Capita's Key Challenges.

- develop supported Capita's internal talent team on complex **technology and digital change and transformation programmes** and niche hiring requirements.
- Disengaged recruitment agencies due to a PSL consisting of over 100 agencies. Through consistent delivery and strategic relationship building, develop became a **trusted and compliant strategic partner**.
- develop **helped navigate challenging markets** inclusive of skill shortage and the global pandemic.
- develop successfully delivered against time-sensitive requirements enabling Capita to meet **contractual SLAs and milestones**.
- develop effectively communicated Capita's strengths and vision to candidate communities with transparency and clarity resulting in positive hiring outcomes.



ISO44001 accreditation: a milestone in collaboration.

- develop played a pivotal role in **achieving Capita's ISO44001 accreditation status**, becoming the only UK recruitment agency to do so.
- This accreditation focuses on **collaborative business relationships** and demonstrates Capita's commitment to successful partnerships.
- develop's ability to deliver **best in class** technology and **digital change and transformation professionals** combined with its innovative and collaborative approach has positioned develop as a **trusted partner for over 10 years**.
- This achievement not only reflects develop's dedication to Capita's success but also highlights its unique capability to support businesses in meeting the **highest standards of operational excellence and collaboration**.



Solutions provided by develop.

- develop delivered a **100% compliant service** adhering to supplier contractual obligations and strict onboarding processes.
- develop delivered **Permanent, Contract and FTC recruitment solutions** across the UK.
- develop successfully hired candidates in critical roles across **Portfolio, Programme, Project, Product, Business Analysis, Consulting and Technology**.
- develop engaged with over **25 key stakeholders** within Capita's internal talent function and visited multiple Capita sites, building strong relationships and understanding business culture.
- develop maintained consistent communication through regular **KPI reporting** and performance review meetings.
- develop was recommended across various parts of the Capita organisation, demonstrating a **strong reputation of delivering good candidates quickly**.



Key Learns & Findings.

- develop was recommended across various parts of the Capita group of companies and its customers, as a result of its **strong reputation** of **delivering good candidates quickly**.
- Capita's complex business required a high magnitude of niche talent in diverse geographies across the UK.
- Time sensitive and high resource demands placed on Capita's internal talent function resulted in a need for a trusted recruitment partner to deliver talent solutions effectively.
- develop maintained Capita's positive market position** and employer branding during times of change and market downturn.
- develop supported Capita through mergers, acquisitions and business re-structures.
- develop played a pivotal role in achieving **Capita's ISO44001 accreditation status**, becoming the **only UK recruitment agency** to do so.



What Capita Say.

develop have held a trusted relationship with our business since 2015. develop have gone above and beyond to get to know our business and stakeholders; this helps them to understand our culture, behaviours and values. develop deliver quality candidates within short turnaround times.

develop are creative and forward thinking with the introduction of video interviewing to help support busy Hiring Managers with the selection of candidates, along with providing but not limited to Benchmarking and Market Intelligence. develop continue to be a highly recommended supplier across our business and are recognised for consistently delivering high quality compliant candidates.

develop collaborated with Capita to obtain the Internationally recognised ISO44001 accreditation for which develop are now a partner.

-Head of Supply Chain

To learn more about a partnership with **develop**, please contact us.

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