

Business Challenge

Following a directive to decrease the number and cost of OPEX contractors, specifically within the Technical Operations Center, EE was in danger of losing resources across the organisation if an alternative resourcing solution was not found.

Our Solution

Through Ajilon's Employed Consultant Model, the team created a deliverables-based contract for the managed service provision of the DEO service desk for EE. The contract was linked to the performance and outputs of the Ajilon Consultants, and focused on cost, quality, and the removal of management responsibilities from EE.

Under the managed service, Ajilon became responsible for measuring the Ajilon Consultants performance against agreed SLAs whilst carrying out the recruitment, on-boarding, HR and welfare management of the Ajilon Consultants.



Ajilon provided multiple people solutions to aid the evolution of the new Technology Operations Centre. They acted as an interface between two separate systems, reduced headcount exposure whilst still maintaining the same high level of output and provided a cost save compared to the previous contractor day rates. Ajilon also allowed us to transition their consultants to us permanently when our headcount became available again."

Head of Technology
Operations Centre, EE

Outcomes

A monthly fixed price agreement was implemented to deliver cost efficiencies, remove the headcount from OPEX, and enable EE to continue with the day to day management of operations. The contract was initially for six months, but subsequently extended to over 12 months.



Flexible People Solutions

Benefits

- End to end service delivery including; workforce planning, solution design, recruitment, engagement, redeployment and management support
- Our Flexible People Solutions deliver against your key drivers such as; quality, skill, cost and performance
- Supported by a team that brings insight and foresight from a local and global level to tackle a specific resourcing challenge whilst minimising potential risks

