



Business Challenge

Standard Life's service desk was manned ten hours a day, six days a week, and staffed by IT contractors — a costly solution that also posed a significant risk. After becoming overly-reliant on the knowledge of these contractors, Standard Life's service offering risked vulnerability to disruption in the face of attrition.

To future-proof their services, Standard Life required a 24x7 support structure capable of supporting new technologies, territories and engagement models, with the resources to retain specific knowledge and improve SLAs at the best possible cost point.

Our Solution

- An extension of their permanent workforce, with the flexibility of contingent workers — allowing them to flex resources up or down in line with demand, whilst retaining vital knowledge.
- The mitigation of co-employment risk, with all resources employed, inducted and performance managed by Ajilon.
- Highly qualified and technically tested consultants, with a structured career development and training programme tailored to Standard Life's specific needs.
- Fixed and stable charge rates paid as annual one-off fees;
- Engaged and motivated workforce, with bi-annual bonuses paid in line with individual performance against KPIs and SLAs;
- Rapid deployment and optimisation of resources through the virtual bench, pre-start training, knowledge transfer, best practice sharing and buddy schemes.

Outcomes

Through Ajilon's Employed Consultant Model, Standard Life was able to take a high-cost, underperforming support function and transform it into a revamped service with a new culture, an improved engagement strategy, and superior retention rates — all at a reduced cost.

Through each stage of the implementation process, Ajilon took every measure necessary to ensure minimal service disruption to Standard Life's support operations.

Due to the success of the Ajilon Managed Service, and a total cost saving of 25%, Standard Life has extended our contract by three years to January 2018.



Because of extensive growth and change across the business, we needed to evolve the reach of our service desk to 8,500 customers in the UK. We therefore made a strategic decision to engage a partner that could help to manage our resources and service desk. We didn't want a fully outsourced technical solution, so the onsite managed team of employed consultants suited our needs perfectly. It has been a highly successful partnership that has delivered an increase in quality and improved output from the service desk agents — all at a reduced cost to the business."

Senior Manager,
Infrastructure Services,
Group IT & Commercial Standard Life



Work Package Services

Benefits

- Reducing costs by delivering on average a 10-15% cost reduction versus traditional contractor or consultancy resource
- Provides a scalable, hassle free solution with the ability to flex up or scale down resources in line with the demands of the business
- Ensures stability of service and knowledge transfer with dedicated team of HR, training and development professionals

