

# Recruitment Process Outsource (RPO) Solution for Diebold Nixdorf

## Diebold Nixdorf

Diebold Nixdorf is one of the world's leading suppliers of IT solutions for banks and retail companies.

Products range from hardware, such as cash machines and till systems, to software solutions and consultancy services.

## Relationship History

The Curve Group began providing senior level recruitment services (£50k+ pa salaries) to Diebold Nixdorf on an on-demand basis in 2007.

After several years of successfully delivering senior Talent, demonstrating our capabilities and rich understanding of their business, in 2013 The Curve Group was selected by Diebold Nixdorf to be their Recruitment Process Outsource (RPO) partner.

## Overview of the RPO Solution

The Curve Group are responsible for delivering all of Diebold Nixdorf's permanent and contract recruitment from graduate level to UK main board totaling circa 140 permanent hires pa plus 200 contractors pa.

We manage the end-to-end operational process, recruitment, vetting, onboarding and ongoing contractor care for all permanent and contractor resource.

We have embedded, onsite teams based at Diebold Nixdorf's Bracknell and Dartford offices, but the RPO solution services all UK based sites and locations. Our Recruitment Shared Service Centre supports sourcing

remotely from our Northamptonshire based HQ.

We also act as the Managed Service Provider for temporary PAYE resource, working closely with agencies to ensure there is a seamless process with the client.

We carry out full vetting for both permanent and contractor candidates as well as re-vetting of all employees every 3 years.

We manage and coordinate usage of specialist / niche agencies where required on behalf of Diebold Nixdorf as part of the RPO solution.

As part of the solution, The Curve Group implemented an In-Time Portal for contractor management. This included delivery of training across a number of sites both internally and externally for all Wincor Contractors and 2nd tier suppliers.

## Resourcing Focus Areas:

- Heavy bias on realising savings on contractors
- Recruitment team is fully integrated with Diebold Nixdorf's HR Team (the onsite team's share office space)
- We re-designed the on-boarding process and induction programme
- We train Hiring Managers on the recruitment and induction processes
- We invigorated the employee referral scheme
- We reduced time to hire via talent pooling
- Implementation achieved within 6 weeks of contract confirmation

- We procured a new CRM system on behalf of Diebold Nixdorf to automate the processes around contractor and purchase order processes

## Executive Search, Contingency and Interim Placements

We have recruited roles to support Diebold's High Street and FS customers with the types of roles ranging from Programme/ Project Managers, Heads of Professional Services to Account Directors.

In addition to the above, we have recruited in a number of specialist areas across both Retail and Banking, such as Solutions Architects and Business Analysts as well HTML Developers, Scala Individuals and TP.Net Programmers.

## Services Summary:

- White Labelled Recruitment Team
- Enhanced MI suite and KPI delivery, delivering value add into the business
- Assessment Centres designed for bespoke areas
- Two Year Development Programme written for Implementation Team
- Roadshows to highlight processes and procedures
- Contractor to perm transfer management
- Referral Programmes Legislation advice and best practice recruitment policy
- Flexible resourcing model for peak periods
- Streamline end-to-end recruitment processes
- Select the best of breed within the market sector
- Lean process reviews and enhancements
- Diebold Nixdorf are provider of Financial Services solutions so need to be FCA compliant. Our recruitment therefore aligns with FCA compliance.

## Achievements

The RPO partnership has resulted in significant process improvements and efficiencies as well as considerable cost savings versus the previous inhouse / multiple agency model.

The original RPO contract was for 2 years – the term has since been extended three times and we are currently in our seventh year of delivery as Diebold Nixdorf's RPO provider.

**If you're interested in finding out more about how we can help you with the strategic and operational aspects of your Recruitment and HR management i.e. with your people, we would love to hear from you.**

**Give us a call on 01295 811486 today or find out more about what we do and other ways to get in touch via our website: [www.thecurvegroup.co.uk](http://www.thecurvegroup.co.uk).**

**Established in 2004, we are the UK's largest privately-owned Recruitment and HR provider. We deliver agile, ethical and configurable people solutions across the entire Recruitment and HR spectrum. Our mission statement, or quest as we would say, is to create extraordinary people solutions that transform working lives.**



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