

 rethink

# Supporting Document

rethinktalent.io

## List of Contents:

- Escalation Process - [pg. 2](#)
- Monthly reporting and Workforce Visibility - [pg. 3](#)
- Remedies - [pg. 4](#)
- Sample dashboard - Marketing Campaign ROI - [pg. 5](#)
- Sample dashboard - Talent Engagement - [pg. 6](#)
- Swipecjobs Talent Centric AI Jobs Platform for all Types of Work - [pg. 7](#)
- Digital Platform Components - [pg. 8](#)
- Compliance Process - [pg. 9](#)
- Redesigned Workflow - [pg. 10](#)
- Swipecjobs Group - Company Structure - [pg. 11](#)
- Example Insights Report - [pg. 12](#)
- Example of Employment Branding and Creative Services - [pg. 13](#)
- **Case Studies**
  - a. NBrown - [pg. 14](#)
  - b. Alliance Healthcare - [pg. 17](#)
  - c. Paramount - [pg. 20](#)
  - d. Chelsea - [pg. 28](#)

Severity Level 3

## Example of issues at this level:

- Global implementation / programme management
- Issues focus on policy or strategic initiatives
- Outcomes impact all functions and / or locations

Issues focus on policy, contract or strategic initiatives. Outcome impacts all functions and / or locations

Rethink Executive Sponsor



Boots Executive Sponsor

> Escalate - to severity level 3 in unable to resolve

Severity Level 2

## Example of issues at this level:

- Focus on Business Account Reviews
- Identifies industry trends and best practices
- Maintains effective business relationships at executive level & client

Issues focus on process or market conditions. Outcomes cross multiple locations / functions, or reside within a particular market or line of business. Industry trends and best practices are identified at this level.

Account Director



Boots TA Director

> Escalate - to severity level 2 in unable to resolve

Severity Level 1

## Example of issues at this level:

- Day-to-day operational activities
- Manage SLA's
- Manage technology
- Primary point of contact between Boots and Rethink

Issues tend to be operationally focussed. Outcomes usually affect only one site/location

Account Manager



Boots Stakeholder

Process	Breach Threshold	Remedies	Process	Breach Threshold	Remedies
<b>Responsiveness</b>	<95%	Account director escalation	<b>Worker Start Date</b>	100%	Raised during Monthly Review Meeting
<b>Sourcing Speed</b>	<95%	Account director escalation	<b>Quality Control</b>	Any non-compliant start	Non-start until compliant
<b>Sourcing Speed</b>	90%	Provide SLAs to HMs	<b>Resolution pathway</b>	>5% breach	Raised during Monthly Review Meeting
<b>Interview Process</b>	<95%	Review Sourcing Method	<b>Accuracy</b>	Any failure	Boots stakeholder and Account Director Timesheet Accuracy reviewed during monthly meeting
<b>Interview Process</b>	<95%	Review SLAs with HM	<b>Accuracy</b>	Any failure	Boots stakeholder and Account Director Timesheet Accuracy reviewed during monthly meeting
<b>Offer Process</b>	<94%	Review Sourcing Method	<b>Offboarding</b>	0.98	Review internal process
<b>Onboarding</b>	100%	No contract is issued			



## Create Job

- Current Jobs
- Create New Job**
- Job History
- Documents
- Interviews
- User Management
- Reports

**Temporary**

**Hourly Bill Rate**

**Includes:**

- ✓ All costs in a simple hourly bill rate
- ✓ Ability to quickly scale your workforce up or down
- ✓ More than 1 million temporary workers covering all jobs
- ✓ Try before you hire, assess talent before offering a permanent job

**Permanent Recruiter Full Service**

**Placement Fee**  
Email [jobs@swipejobs.com](mailto:jobs@swipejobs.com) to get your low rate

**Includes:**

- ✓ Our recruiters do the work and support you during every step of the hiring process
- ✓ AI matching technology
- ✓ We deliver a qualified shortlist
- ✓ We advertise for you and passively source talent for you
- ✓ Replacement guarantee

**Contractor**

**Hourly Bill Rate**

**Includes:**

- ✓ Talent expertly matched to project
- ✓ Move qualified contractors forward
- ✓ Profile summaries before interview
- ✓ We advertise for you and passively source talent for you
- ✓ You make the final hiring decision

**Permanent Client Self Service**

**Subscription**

**Includes:**

- ✓ Manage every step of the hiring process yourself
- ✓ AI matching technology
- ✓ Faster permanent hiring where you are in control
- ✓ You have complete access to our talent centric AI platform and the talent who match your job requirements

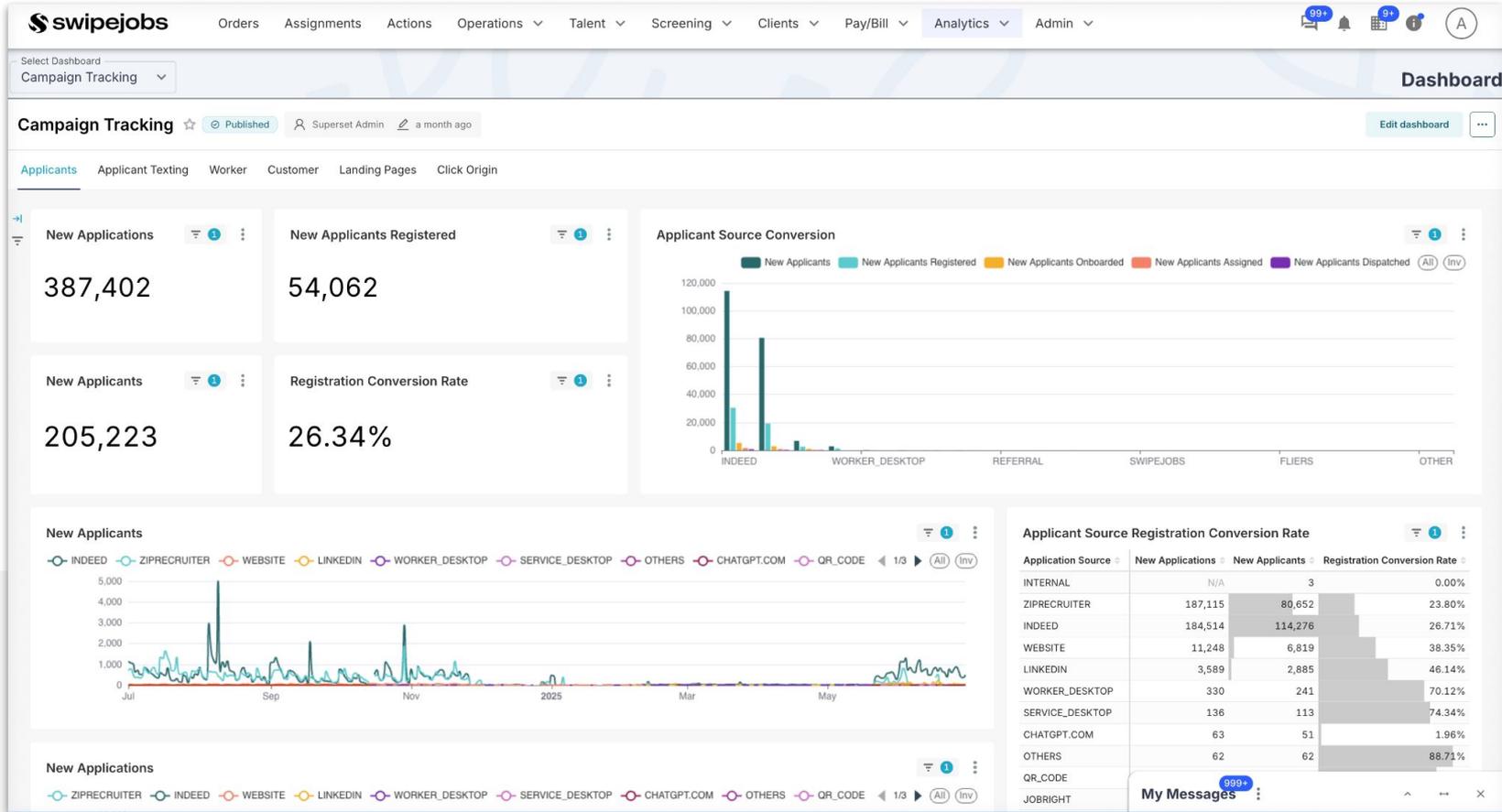
Connect with our team to discuss your needs, email [jobs@swipejobs.com](mailto:jobs@swipejobs.com)

John Doe <sup>1</sup>

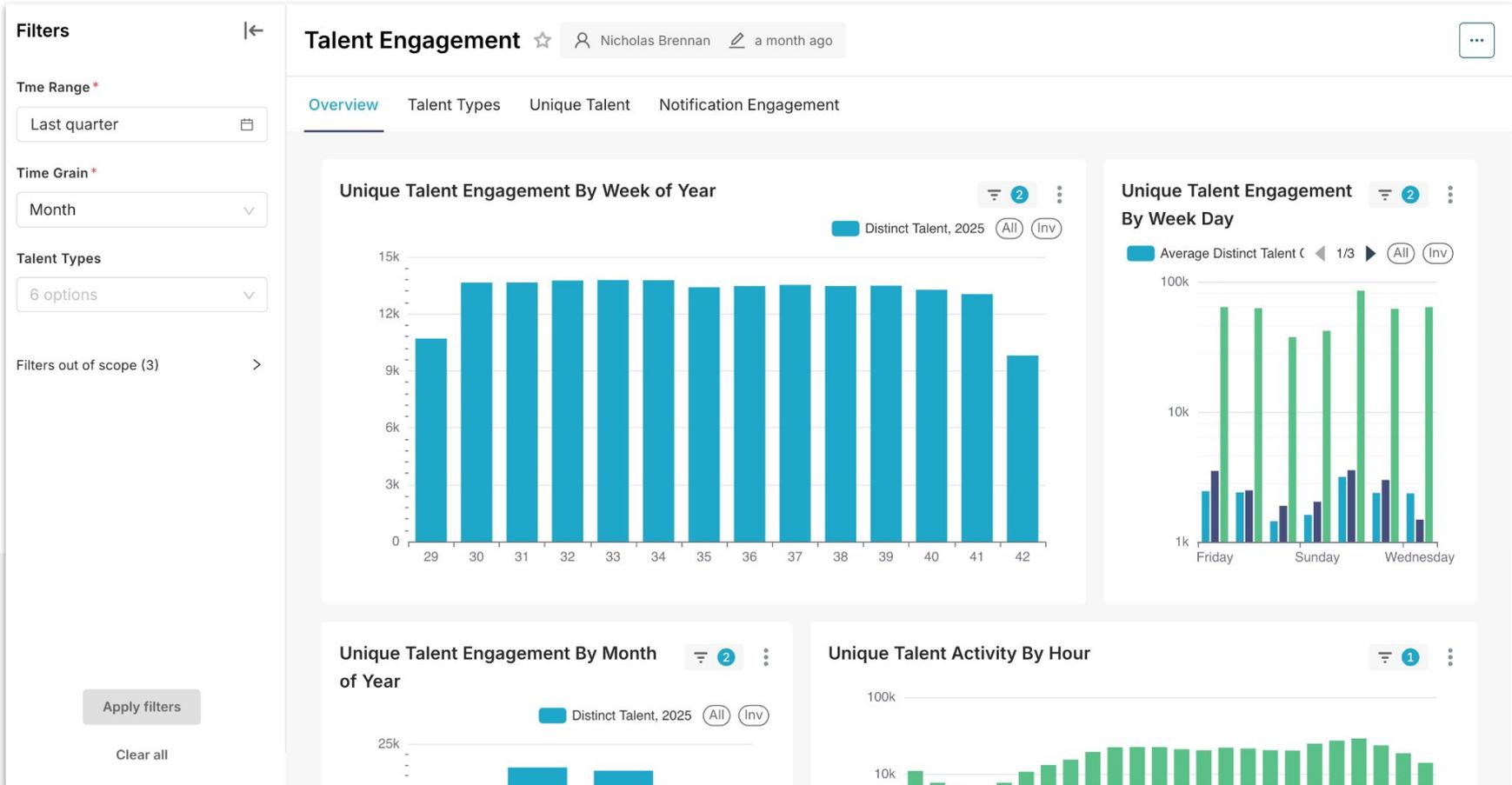
Back

Next

# Sample dashboard – Marketing Campaign ROI



# Sample dashboard – Talent Engagement



# Swipejobs Talent Centric AI Jobs Platform for all Types of Work

## Talent-Centric AI Native



- ✓ Automated
- ✓ Data-driven
- ✓ 24/7 choice of jobs
- ✓ Tailored to individual needs and qualifications
- ✓ Instant onboarding
- ✓ Talent centric
- ✓ High engagement
- ✓ Jobs matched to workers' preferences

Talent Centric AI delivers a tight match and creates the best outcomes for both Talent & Employers

## Platform is Proven, Mature and Scalable

**225**  
Microservices

**Highly configurable** to meet demands of multiple job types and industries

**85MM**  
Data Events/Day

**99.99%** availability

**4,750+**  
Releases/Year

**All releases** with no down time

**1Bn+**  
Real-time Predictions

**600 million** predictions in production by 2019

## The swipejobs Platform has Multiple Interfaces Connecting to the Data Driven Architecture

### ★ Talent

- Full digital onboarding
- Access to jobs 24x7
- Take Temporary, Permanent & Contract jobs
- Manage their profile with skills and preferences
- Submit hours & rate jobs
- Mobile & Browser versions
- Manage active application processes
- Complete Training and tests



### 👤 Client

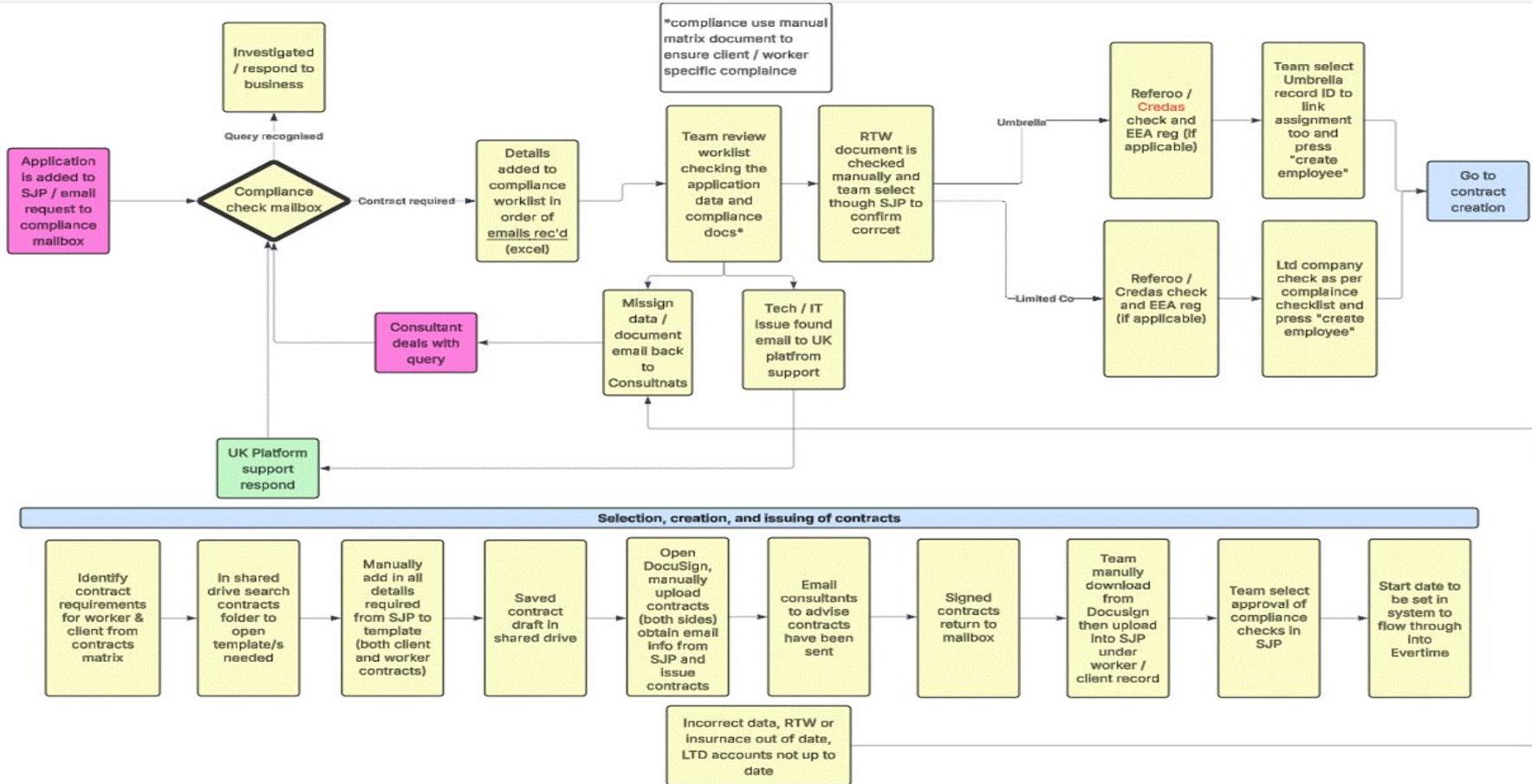
- Order all types of work
- See jobs being taken in real time
- Manage Time & Ratings
- Self Service Permanent Jobs
- 24x7 access to reports and dashboards to manage their whole workforce
- Manage Hiring Process

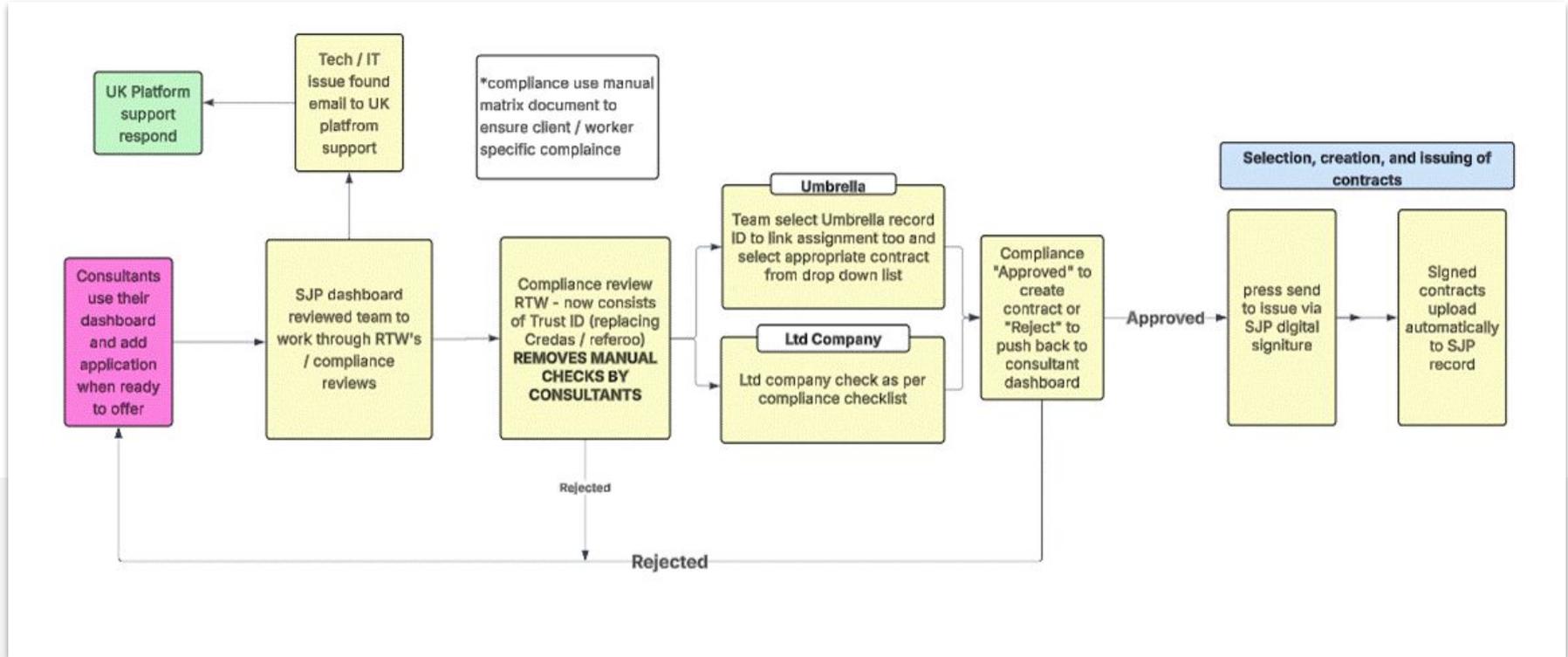


### 👥 Recruiter & Service Teams

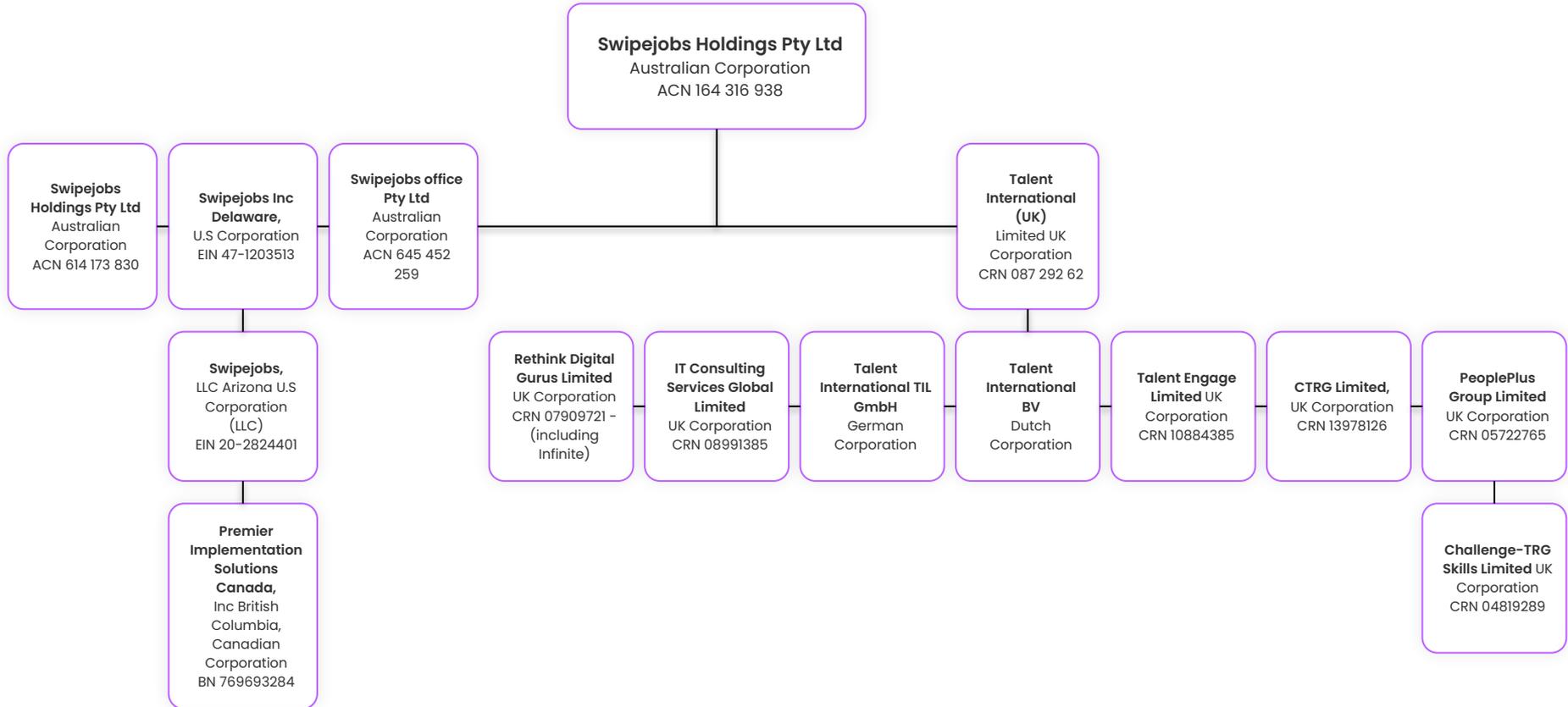
- Complete visibility into Transactions
- Prioritised Actions & Issues
- Tools to Manage all Forms of Work
- Build & Qualify a passive talent pool
- Screen Resumes
- Manage Client submissions
- Highly Configurable for different roles & specialties







# Swipejobs Group – Organisational Structure



# Example Insights Report

Sage

## Marketing Lead:

194

Professionals in Johannesburg

114

Open for work

### Competitors recruiting this role in Johannesburg include:



### Where is this talent located?

80%

Johannesburg

20%

Randburg

### Gender Diversity?

68%

Female

32%

Male

### Salary in Johannesburg for a Marketing Lead:

**R600k – R800k**

per annum

The salary range for a Marketing Lead can fluctuate based on the organisation's size and location. Our research indicates that numerous organisations offer salaries ranging from R500,000 – R800,000, with some exceeding R900,000.

In our experience, a specialist skill like finance or accounting often leans towards the higher end of this spectrum. This can be particularly appealing to prospective candidates, given the different skills required for this sector.

### How have we found this data?

Using LinkedIn Recruiter Insights, we have sourced candidates using specific technical skills/requirements and job titles within South Africa.

### How have we identified salaries?

Using our market intel, candidates spoken to and analysing online positions on LinkedIn, Totaljobs, Reed and and CWJobs.



# Case Studies

- **N Brown**
- **Alliance Healthcare**
- **Paramount**
- **Chelsea**



Case Study

# N Brown & Rethink

## Total MSP Solution

## Case Study

# The Perfect Fit: A Strategic Transformation of Contingent Workforce Management

Client: **N Brown**      Location: **Manchester**      Sector: **Retail**

## Overview:

N Brown was undergoing a major digital transformation supported by approximately 90 non-permanent workers across multiple engagement types and roles. This created perceived risks around contractual compliance, alongside a clear need to regain control of hiring, improve resource quality, and better manage overall spend.

## The Challenge:

We conducted a full end-to-end process audit which identified a significant lack of governance across the contingent workforce. N Brown was engaging over 25 suppliers, with uncontrolled annual spend exceeding £9m, inconsistent quality, operational inefficiencies, and long-tenured contractors some exceeding four years. Tracking relied on paper-based processes, with no formal compliance records and data misaligned to broader business strategy, creating financial risk, duplication of effort, and systemic inefficiencies.

## The Solution:

We implemented a managed service program (MSP), which had at its core, a migration of the 90 current workers to Rethink, including the existing supply chain. We took a step-by-step, line-by-line, pragmatic approach to each worker situation to determine their value, overall cost (in line with a Rethink benchmark) and risk profile.

We managed the end-to-end migration process, with full project plan and clear communications, milestones and escalation plans mapped and signed off.

The programme was delivered over an 8 weeks period running from December to February.

**Bespoke Features:**

Project MSP

IR35 mitigation

VMS selection and provision

Dashboard &amp; MI Delivery

Supplier Management

Spend control

Onboarding

**Results and Outcomes:**

The migration was completed on time and with 100% success in transition of the 90 workers creating a 100% contractually compliant workforce that was significantly de-risked.

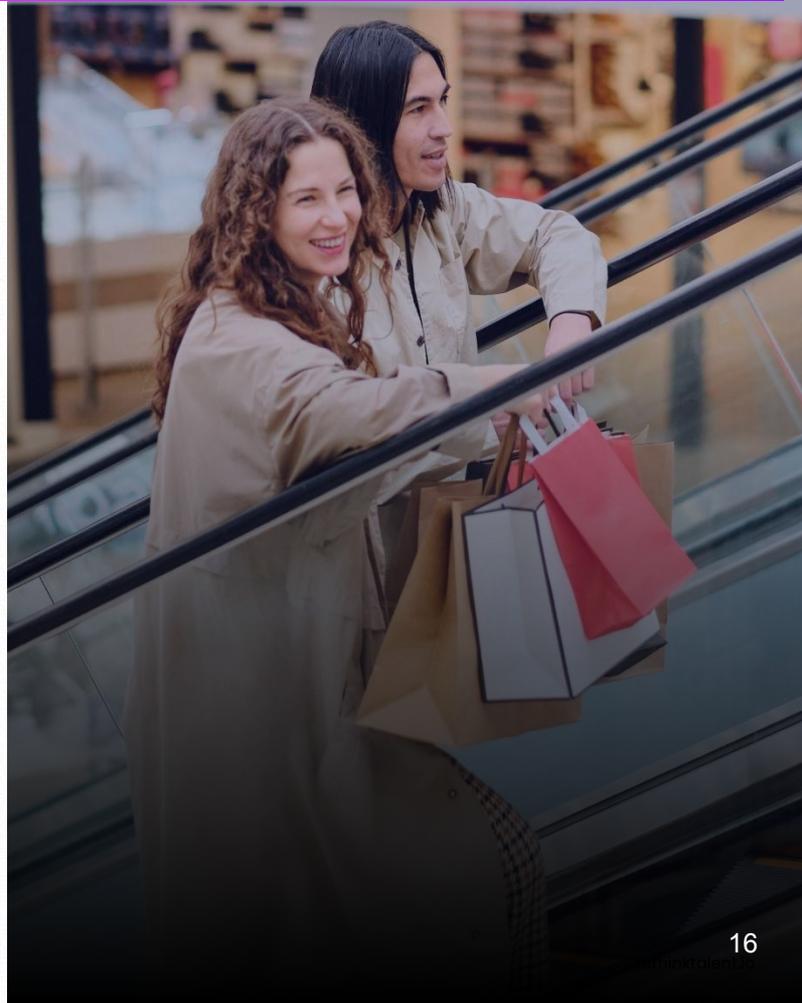
**Also, Rethink:**

- Created a workforce that exists under a single purchase order with consolidated invoicing
- Migrated 90 contractors with a 100% success rate
- Reduced the time to hire from 20 days to 11 days
- Streamlined the supply chain and reduced the number of suppliers from 13 to 3
- Replaced 15-20 long term contractors for more cost-effective options

Following 18 months of successful operation, N Brown received further benefit from Rethink implementing a VMS, to ensure the MSP was fully “technology enabled”.

All contractor data is held in one place for line managers/stakeholders to obtain a real-time view of contractors operating in their area at any time.

Within 4 years, the MSP resulted in a cost-saving to N Brown Group of £980,000.





Case Study

# Alliance Healthcare & Rethink White-collar MSP Service

## Overview

In 2021, Alliance Healthcare UK, Europe's leading pharmaceutical logistics company and a cornerstone of the \$321 billion Cencora group, faced significant visibility and compliance challenges within its contingent workforce. By implementing a bespoke Managed Service Provider (MSP) solution in just 8 weeks, we transformed their ambiguous contractor landscape into a centralised, risk-mitigated talent function, delivering immediate cost efficiencies and service excellence.

## The Challenge

Prior to our engagement, Alliance Healthcare UK's contingent labor management was fragmented, lacking centralised visibility into spend and headcount. This decentralised approach created significant compliance risks and a heavy reliance on agency support. To solve this, we established a centralised solution to standardise the end-to-end contractor lifecycle and mitigate operational risk.

## The Solution

We deployed a high-touch, embedded MSP team based out of the Chessington headquarters. Key components included:

- **Talent Delivery Hub:** Direct access to specialised experts and custom talent pools.
- **Lifecycle Management:** End-to-end support from onboarding through managed offboarding.
- **Compliance & Governance:** Strict controls to meet all statutory and internal standards.
- **Operational Excellence:** SLA-driven metrics to ensure continuous efficiency.
- **Referred Worker Management:** Full MSP support for onboarding and managing direct hires.

## Key highlights

- 44 workers onboarded
- 8 suppliers onboarded
- £375,000 annual savings
- 2% reduction in agency margin
- Centralised compliance, governance and spend controls
- Consolidated pay and bill processes

## Case Study

# The Logistics of Talent: Scaling a high-performing MSP

Client:

Alliance  
Healthcare

Location:

London

Sector:

Pharmaceutical  
logistics



## Implementation: The 8-Week Roadmap

Despite the complexity of the pharmaceutical logistics landscape, we achieved full implementation in an aggressive 8-week window:

- **Strategic Foundation:** Created a bespoke rate card tailored specifically to the client's unique roles and budget, layered on top of clearly defined processes and operational standards
- **Communication:** Underpinned the delivery plan with a comprehensive comms strategy to ensure engagement and adoption across the contract workforce, hiring managers and stakeholders
- **Training Plan:** Conducted dedicated sessions for hiring managers and workers to ensure smooth adoption of the new processes
- **Governance:** Established a cadence of weekly, monthly, and quarterly reporting to maintain transparency and continuous improvement

## Results and Outcomes

- **Scale:** Successfully onboarded 44 workers during the initial implementation phase.
- **Supply Chain Optimisation:** Renegotiated terms and integrated numerous agencies into the centralised MSP achieving approx. £375,00 annually
- **Administrative Efficiency:** Transitioned to consolidated invoicing, significantly reducing the burden on the finance department.
- **Standardised terms:** Achieved a 2% reduction in agency margin
- **IR35 risk reduction:** Delivered 100% compliant workforce following audit of all engagements. Significant cost avoidance through risk of non-compliant workers





Case Study

# Paramount & Rethink

## Safeguarding Business Through Seamless PAYE Migration

## Case Study

# From Risk to Resilience: A Flawless Migration Story

Client:  
**Paramount**

Location:  
**London**

Sector:  
**Entertainment**

## Overview:

Paramount UK is the UK arm of Paramount and operates television broadcasting, streaming services, and content commissioning for British audiences. Its main brands include Channel 5 (5), Paramount+, MTV, Nickelodeon, and Comedy Central, with its UK headquarters based in London, alongside additional production locations across the UK, USA, Canada, Netherlands and Australia. They currently employ over 250 permanent staff in the UK and hire over 2000 freelancers per year, including approx. 320 sole traders

Rethink provides a contractor recruitment administration service, having partnered with Paramount since 2020 and implementing the MSP service in 2022. Core service features include onboarding, managing and supporting approx. 2000 contract and freelance workers annually.

## The Challenge:

Paramount needed to centralise their PAYE function after the loss of their pension provider exposed fragmentation and risk across payroll and employment processes. The goal was to regain control, ensure compliance, and create a single, consistent operating model that could support a complex, freelance workforce.

## Key Highlights:

- 68 workers migrated from incumbent PAYE provider to Rethink with ongoing management
- 6 weeks implementation plan
- 100% retention across the freelancer workforce
- Significant business efficiencies through outsourcing PAYE processes to Rethink



## Solution & Approach:

With hard and fast timescales, Rethink implemented an accelerated project delivery plan including:



### Rapid Discovery & Planning Phase:

Assessed PAYE freelancers, analysed timesheeting, invoicing, onboarding, and compliance.



### Communication Strategy Design:

Including training, regular updates to workers and stakeholders, information packs, webinars, FAQs, and support sessions for seamless adoption for stakeholders, hiring managers and workers.



### Ongoing Support:

Provided daily PAYE admin, compliance oversight, and advisory to minimize risk while freeing Paramount to focus on core business delivery



### Project management Team:

Built a measurable, 6-week plan for full migration by 6th November 2024.



### Operating Model Redesign:

Simplified processes, clarified ownership, robust compliance and governance, reducing fragmentation, boosting scalability, and enabling standardisation across all brands.

## Implementation & Timeline:

From initial meetings with Paramount, to closing all PAYE Direct contracts, our joint Rethink-Paramount team collaborated seamlessly, handling meetings, communications, contract distribution, and first timesheet submission – in just six weeks.

Daily check-ins, rigorous planning, and UAT ensured full transparency, flexibility (including overtime), milestone tracking, smooth delivery, compliance, and stakeholder alignment throughout.

This structured, hands-on approach ensured smooth delivery, complete compliance, and that all stakeholders were aligned from start to finish.

## Results & Outcomes:

- 100% of workers successfully completed thorough compliance assessment and migration
- The PAYE outsource meant completely offloading Paramount's internal payroll team, realising significant time back to the business and allowing more time to concentrate on more complex payment processes
- As the pension administration previously required for PAYE is no longer required, unlocking significant cost savings through consolidation
- One clear, standardised route to engage and manage PAYE talent
- Streamlined timesheet and invoicing processes. Consolidated into one monthly process



*Rethink was instrumental in revamping our 3PL model in London. Prior to Rethink involvement, we used a third-party firm that added several hours of unnecessary overhead to our monthly contractor management. Rethink helped us move away from this model and eliminated the extra work, which was extremely helpful. There were also complexities with moving away from the previous vendor that Rethink helped us navigate with ease. They have been a great partner, and I've appreciated all their help.*

- John Angelini, Senior Technical Product Manager UK & US



Case Study

# Paramount & Rethink MSP

## Unlocking business efficiencies through outsourcing

## Case Study

# Paramount & Rethink MSP: Delivering efficiency, visibility & engagement

Client:  
Paramount

Location:  
London

Sector:  
Entertainment

## Background:

Paramount, a leading global media and entertainment company, partnered with Rethink MSP to address its growing contingent workforce and recruitment challenges.

Initially, the relationship began in 2020 with Rethink providing Recruitment Process Outsourcing (RPO) support for permanent hires within Paramount. This collaboration evolved into a Managed Service Provider (MSP) solution in 2022, enabling Paramount to streamline its contingent workforce management and achieve significant cost savings.

## The Challenge:

Prior to the MSP engagement, their contract and freelance workforce management was fragmented:

- Contract administration and compliance were inconsistent.
- Response times to hiring managers averaged 72 hours.
- Agency spend and margins were high, with some suppliers charging 25–30% for freelancers.
- Limited visibility existed across multiple brands including MTV, Channel 5, Nickelodeon, Paramount+, and BET.

Paramount needed a reliable partner to improve efficiency, reduce costs, and enhance stakeholder experience.

## Rethink's Solution

In April 2022, Rethink MSP embedded a full-time team within Paramount. The initial remit was contract administration: drafting contracts, ensuring compliance, and managing onboarding.

Over time, the solution expanded to a full MSP service:

### Service Highlights:

- Created and managed a Preferred Supplier List to standardise agency margins at 15% with 30-day payment terms.
- Reduced response times to hiring managers from 72 hours to under 12 hours.
- Embedded, onsite team deployed in Camden, London
- Support sessions delivered including monthly drop-in sessions for managers and freelancers
- Talent Sourcing and Recruitment supporting a wide range of roles across creative, production, social media, marketing, and broadcasting functions, such as:
  - Senior Designers and Creative Leads
  - Production Assistants and Coordinators
  - Social Media Managers and Content Editors
  - Marketing Operations and Directors
  - Senior Product Managers
- Extended support across Paramount's brands, including MTV, Channel 5, Nickelodeon, Paramount+.
- Provided international recruitment support in the Netherlands and Canada

## Results & Impact:

Rethink MSP has delivered measurable value to Paramount over the past four years:

### Significant Cost Savings:



### Enhanced Efficiency:

- Reduced hiring manager response times to less than 12 hours.
- Implemented structured processes for contract management, onboarding, and compliance.

### Improved Stakeholder Engagement:

- Regular onsite and remote support for hiring managers and freelancers.
- Clear communication channels and proactive issue resolution.

### Outcomes:

Since its inception as a contract administration partner, Rethink MSP has grown into a fully embedded managed service provider for Paramount.

The partnership has provided cost efficiency, process improvement, and enhanced support for a wide range of contingent workforce needs. Approx. 1,800 working days per year given back to the business

Over four years, Rethink MSP has helped Paramount achieve strategic workforce goals, streamline supplier management, and deliver consistent value across its UK operations and beyond.



***It was great to work with Rethink once again to source our annual Inclusion Week temp. Having found us a star candidate last year, they knew what to look for this year and found us a great group of candidates to interview and select from. They're always so very friendly and helpful and we appreciate their support and understanding of our team and its requirement.***

- Sophia Lee  
Director of International Culture, Paramount UK



Case Study

# Chelsea Football Club & Rethink MSP

## Case Study

# Chelsea FC & Rethink MSP: Powering Chelsea FC's Winning Team

Client:  
**Chelsea  
Football Club**

Location:  
**London**

Sector:  
**Sports**

## Winning Formation:

After several years successfully delivering permanent talent solutions through an RPO service, Chelsea FC partnered with Rethink to provide a solution for its non-permanent workforce.

The Managed Service has scaled over time, evolving with Chelsea FC's needs including:

- Unify and optimise hiring processes across the club
- Manage hiring for their entire non-permanent workforce
- Consolidate payroll into one central process
- Introduce a streamlined approach to onboarding
- Mitigate worker and safeguarding compliance risk
- Elevate their talent and hiring manager experiences

Together, we've helped them launch digital ticketing apps, deliver leading community programmes, hire at volume and pace and engage high profile talent.

## The Result: **One Centralised Talent Solution**

With approximately 450 workers in place, we've been trusted to manage everything from sessional match-day mascots and tour guides, to creatives, tech specialists and influencers.

We have turned fragmented, lengthy processes that were hard to navigate into a unified hiring solution that flexes for seasonal peaks, off-season lows and sudden, project driven, hiring drives.

With centralised process management, hiring, scheduling, onboarding and payrolling into one sophisticated bespoke solution. We have:

- One centralised place for all non-permanent hiring
- Robust compliance controls in line with legal and industry specific requirements

## Background:

# How we helped Chelsea FC hire 115 Brand Ambassadors to support matchday fans with a brand new digital ticketing system.

When the club made the bold move to fully digitised, app based ticketing, they needed 50-80 Brand Ambassadors to help fans navigate the change.

We've been their MSP partner since 2020, building multi-skill, non-permanent talent communities globally and successfully onboarding 115 people at pace.

As a result, they knew we wouldn't let them down and asked us to help them. With the first game of the season fast approaching, we had just **3 weeks to find, assess and onboard the team**. Failure wasn't an option - the new digital experience is central to the club's future and reputational risk was sky high.

### End to end process title

#### Week 1

##### The Campaign

It was all hands on deck, advertising everywhere and our central sourcing team hit the phones immediately. Within 7 days they had qualified and shortlisted 132 candidates.

Meanwhile, the strategic account team were busy planning and organising a 2 day assessment centre

#### Week 2

##### The Assessment Days

Together with Chelsea's talent and HR team, we facilitated and delivered 4 dynamic assessment centres, complete with group exercises and 1-2-1 interviews, all held at Chelsea's grounds with 126 candidates attending.

Out of 126 candidates, 88 were offered.

#### Week 3

##### From Offer to Kick-off in 3 Weeks

By the end of week three, all 88 contracts were raised, compliance completed and every Brand Ambassador onboarded. In total 115 were hired within 6 weeks.

We hosted contract inductions, Chelsea's team ran a training day and by 6th November, every candidate was fully onboarded



**Thank you**

rethinktalent.io