

Perfect Partnership

Outplacement Case Study



The Challenge

Due to the nature of the business, EDS underwent constant change and restructuring, either due to the loss of large scale, largely public sector contracts, or a mandate from the US to reduce headcount. The resulting effect was that EDS were consistently shedding up to 1000 people per year across the UK.

The Solution

Rialto agreed 3 levels of support for administrators, professional and management grades that were all delivered on a 1:1 basis to ensure each individual had access to valuable face to face time with a consultant.

Rialto created e-handouts describing the services available, and these were provided to line managers throughout the organisation to pass onto the individual at the appropriate time. Rialto also held briefing sessions for the HR Business Partners to inform them of the support available.

Through a central registration line, EDS employees were able to contact Rialto to enquire about the support programme they were entitled to, discuss how Rialto were able to support them and arrange an initial meeting to meet an appropriate, local consultant.

As the Rialto team were made aware of the changes happening within EDS, our research teams investigated appropriate local employment markets, to identify skills shortages, local employers and industry trends to aid a speedier resettlement .

Through good communication and regular review meetings, Rialto were able to identify opportunities to create outplacement cost savings for EDS, which also provided better support to individuals. Typically this was where large groups of individuals were affected in particular locations.

For example, due to the change in the processing of family tax credits, a processing and print factory in Scotland was no longer required. Individuals were supported by Rialto to better understand the situation they faced, their potential, evaluate internal options for redeployment and to secure alternative employment or career choices.

Rialto also worked with EDS to provide career transition and outplacement support to approximately 950 contractors, across 6 sites, who were working within the MOD on long term projects.

“Rialto is an excellent outplacement provider. The organisation has managed both large restructure campaigns as well as one to one sessions. They bring a wealth of experience to these initiatives and always present with a professional image. I have no hesitation in recommending Rialto”.

Melanie Whitfield, HR Director, EDS

Many of these individuals were originally transferred via TUPE , from Civil Service contracts to EDS and consequently had long service and therefore had been out of the job market for many years. A number of individuals’ skills were out of date and they needed to consider alternative careers or re-training and up-skilling.

Rialto set up Resource Centres on each site, to provide cost-effective support across the contract. It was imperative that the support received in each centre was exactly the same as the next and therefore Rialto nominated a Managing Consultant for the account to work across each of the sites to ensure consistency of approach, standards and consulting advice, as well as introducing new thinking and learning across the sites.

The managing consultant worked closely with the nominated representative on-site and attended regular review meetings with EDS.

Regular management information was provided to EDS, to inform them of the number of programmes taken up by area and level of employee.

This helped EDS to identify which managers were encouraging individuals to contact Rialto and those that were not discussing the outplacement provision. This supported EDS to pinpoint their training needs for managers more effectively.

The Results

Key members of the Rialto team have worked with EDS for over 6 years and since the start of the project, Rialto achieved considerable success:

- 88% of those supported with individual programmes achieved resettlement with in 3 months of registration.
- 80% of individuals supported through the onsite resource centres were resettled within 4 months.
- After two years, Rialto were awarded a second contract with EDS to provide career transition support to those individuals affected by redundancy.

For further information regarding Rialto services contact us on:

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