

Superior Support



The Challenge

Following an announcement in October 2007 that GMAC- RFC were restructuring to address the ongoing turmoil and contraction in the mortgage market, Rialto was selected through a tender process to provide career transition support to those individuals affected by redundancy.

GMAC-RFC pride themselves in being a "Top Employer" and wanted to engage with their staff, especially during challenging times.

They required a supplier who demonstrated the ability to deliver a high standard of support, which enabled individuals to move from GMAC-RFC, in the most positive and supportive way, and whose ethos of excellence was equivalent to their own.

The Solution

Since October 2007, Rialto has provided a range of programmes to support different changes across the group. These have included:

- Four separate onsite Resource Centres, both in Bracknell and Newcastle, supporting a total of over 490 employees.

- Regional 1:1 programmes for 115 individuals and managers affected across England and Scotland
- Individual coaching for managers to support them to more effectively support their teams during change, maintaining morale, engagement and targeted productivity levels.

In building a strong partnership between Rialto and GMAC-RFC, it was essential to understand the culture within the organisation and the expectations of the workforce.

Together, Rialto and GMAC-RFC agreed appropriate bespoke support options which could be tailored to each situation as appropriate.

In addition, a Project Management team was established which included both an onsite and offsite Project Manager, both of whom focussed on co-ordinating the delivery of services through a specialist multi-disciplinary Consultancy team.

Due to the nature of the business and the types of functions affected, Rialto was required to provide support to individuals with very short lead times.

"It is not always that common to find a supplier who actually delivers exactly what their sales team described during the original tender process. I am pleased to say that Rialto is one of the exceptions to that norm.

Rialto really do "partner" with you, and it is their desire to truly understand how your business works (as opposed to just telling you how to do it) that has differentiated them from their competitors."

Dominic Maher, HR Director – GMAC-RFC

For example, within a week of being notified, Rialto set up a full Resource Centre on-site at GMAC-RFC, to support individuals who were told on the day of the announced changes that they would need to leave the organisation within a 6 week time frame.

To achieve the best results possible within this timescale, Rialto researched the local and surrounding market trends and provided a team of over 6 consultants to work with individuals.

The majority of those individuals affected had very specialist skills within the mortgage industry and given the current economic climate, clients face the difficulty of limited opportunities becoming available within this area of expertise.

It was therefore critical that the Consultant team at Rialto could help individuals identify their transferable skills and experience in order to enhance their marketability.

Additionally Rialto identified appropriate training needs that were required to update individual skills and qualifications.

The results

Since the start of the project in October 2007, Rialto has achieved considerable success:

- 84% of individuals supported through the on site Resource Centres were resettled within 4 months, with many delaying their job searching for a 2-4 weeks break.
- 88% of those supported with individual programmes achieved resettlement within 3 months of registration.

The feed back from individual employees, HR and department managers was very complimentary. Rialto impressed all concerned with the high standard of support and commented that the consultants would always go the extra mile to ensure everyone was helped to the maximum.

For further information regarding Rialto services contact us on:

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