



## CLIENT CASE STUDY - ARCUS

How did SER Ltd service Arcus FM's recruitment needs

### ABOUT ARCUS SOLUTIONS

With a focus on proactive strategies for providing the right service at the right time and right cost, Arcus Solutions (Holdings) Ltd provides comprehensive customer focused facility management and engineering maintenance solutions.

Working in partnership with their customers, they tailor their approach to individual business requirements, providing an end to end solution.

The aim of Arcus FM is to grow a great FM business - the envy of others. The aim of Arcus Solutions is to lead the way for FM through outstanding service and reliability, delivered by exceptional people.

Arcus prides itself on offering an excellent opportunity to develop a career in FM. They offer a wide range of positions from engineering and technical specialists to administration and management.

They offer continued development to their employees allowing them to grow with their organisation.

### HOW DID ARCUS COME TO WORK WITH SER?

In 2014, Arcus were using up to 30 recruitment agencies, and had very little control over the process.

Recruitment companies didn't always validate the candidates prior to referral and therefore Arcus were spending lots of time interviewing candidates who were not suited to the role, and they needed a solution.

Arcus have a large number of vacancies on their site and they are continually adding to these as their company takes on new contracts in new areas.

They believe that it is their people who make them great. Arcus wants people to work for them who are passionate, great at what they do and know what it takes to deliver exceptional service - the same is applicable for the agencies they deal with.



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### HOW DID SER FIND THE RIGHT CANDIDATE FOR ARCUS?

By offering a proactive approach, talent mapping, a strong social media strategy, a candidate screening process including video interviews, holding regular meetings and building a professional relationship through unrivalled key account management, SER Ltd has proved that they know what it takes to deliver exceptional service and achieve the desired result.

- They offer the best candidates in the industry.
- Arcus needed an agency that could grow with them as they grew their company and SER has delivered.
- Like Arcus, we believe in doing it simply, doing it well and doing it with passion.

### SERVICES THAT SER LIMITED CAN PROVIDE TO OUR CLIENTS:

- ADVERT MANAGEMENT
- CONTINGENCY RECRUITMENT
- RETAINED RECRUITMENT SOLUTION
- INTERNATIONAL RECRUITMENT AND EXECUTIVE SEARCH
- VIDEO INTERVIEWING
- REFERENCE, DBS, FINANCIAL AND RIGHT TO WORK SERVICES

**"At Arcus, your development is our passion, and we believe in helping all our colleagues achieve their full potential"**

### TRUSTED BY

