



Randstad has a long history as a preferred recruitment partner to Eli Lilly Australia spanning over 14 years.

The longevity of our partnership and the trust we have built over time, has also presented Randstad with the opportunity to provide an integrated HR solution through Randstad Sourceright, Randstad's HR Consulting team and Risesmart, a Randstad company as well as continued operational supply.

Offering such a wide range of HR solutions has allowed Randstad to support Eli Lilly through its various lifecycle phases from growth to downsizing – demonstrating the agility to build an interim recruitment solution, at a time when the client model was not delivering.



“The Randstad HR Consulting team was instrumental in protecting their employer brand from the potential damage caused by downsizing as their people were handled with such great care and respect throughout the process.”

solution

phase 1: 2012 - 2014

Randstad built a strong account management plan and internal comms strategy to ensure regular and consistent communication. This included an established bi weekly national sales call with the Eli Lilly Talent Acquisition Lead. By forming such a close alignment Randstad's fill rates exceeded 60% even though all roles were released to two other preferred suppliers on a panel. The feedback revealed that Randstad had a strong understanding of culture fit, accurately briefed candidates and gave an excellent customer experience.

phase 2

Randstad extended their service lines into Eli Lilly by introducing their HR Consulting services and the Saville Wave Assessment tool with bureau support for all new hires into the company. The Saville 360 suite was also utilised for coaching and leadership development purposes.

phase 3: 2015

Randstad supported Eli Lilly through Randstad Sourceright when their global Recruitment Process Outsourcing solution did not work locally. Their Talent Acquisition team called Randstad's Account Director, Neil Sinclair in crisis mode as there were 48 open requisitions resulting in their HR and Talent Acquisition brand being under scrutiny. The business was also beginning to suffer commercially due to the high number of vacant roles being of a revenue generating nature.

Randstad Sourceright was immediately engaged to deploy a Recruiter On Demand solution within 10 days that resulted in vacancies being reduced from 48 to 12 in six weeks.

Eli Lilly's leadership team recognised how quickly the situation had been turned around and acknowledged all of HR and Talent Acquisition (including the Recruiter On Demand team) with an MD Award.

phase 4: 2016

In 2016 Eli Lilly was faced with an aging portfolio in their workforce and many of their products were going off patent. This led to a global push for efficiency gains and a need for a significant restructure at a local level. As a consequence HR Consulting and Risesmart, a Randstad company supported Eli Lilly with outplacement services.

phase 5: 2017

2017 saw Eli Lilly enter into a period of strong growth as they developed their portfolio of new molecules into the market resulting in a demand for new medical and commercial hires to take the company forward. As a key member of the preferred supplier panel, Randstad was responsible for hiring all corporate profiles as well as sales and marketing roles.



challenges

At any one time Eli Lilly was recruiting multiple roles across the country. This was initially unwieldy and inefficient so the Randstad Account Director instigated a once a week telco between the Randstad consultants and Eli Lilly Talent team to streamline communication.

The most significant challenge for Eli Lilly was finding a Recruiter On Demand team at short notice who could commit to a 6-month contract and meet the cultural and quality expectations. Randstad was able to find and deploy a recruiter which resulted in an immediate positive impact on the backlog of jobs pending.

Restructuring and downsizing for any organisation has enormous ramifications for all parties and if done poorly can be extremely detrimental for a client's employer brand. Being the trusted partner with Eli Lilly involved significant responsibility.

Feedback from Eli Lilly was that the Randstad HR Consulting team was instrumental in protecting their employer brand from the potential damage caused by downsizing as their people were handled with such great care and respect throughout the process.

result

The result can be measured by longevity of partnership and the ability of Randstad to provide the appropriate HR solution to meet the needs of Eli Lilly. The Randstad core expertise across specialist recruiting, HR Consulting, psychometric assessment and outplacement have been utilised successfully for over 10 years.

