

**T E E G**

T A L E N T E V O L U T I O N G R O U P

THE FUTURE WILL BE OWNED BY THOSE  
WHO CONTINUOUSLY EVOLVE AND ADAPT  
TO THE CHANGES AROUND THEM.

TEG



# WELCOME TO THE EVOLUTION!

# TEEG

Welcome to Cpl TEG - Talent Evolution Group. We are an expert, multi-disciplinary group who focus on executing the most evolved talent solutions & experiences for your business wherever you are on your journey of growth.

We have a fundamental belief in the opportunity for you to harness innovative talent solutions. Solutions that can help you transform the cost, effectiveness, and experience of how you find, hire, and manage talent pools and pipelines- keeping you competitive in an ever challenging & globalised talent market.

Using our unique 'elements' approach we can bring together the most appropriate talent designs that will help you attract, recruit, and manage the best talent available.

Workforce & Talent Solution innovation offers a genuine competitive advantage to organisations who purposefully harness it. In the same way companies focus on service, product and digital innovation, leaders can look to talent as a new frontier for innovation.

- Áine Fanning,  
Managing Director, Cpl TEG



## WHERE ARE YOU ON YOUR TALENT JOURNEY?

You have recruitment and talent challenges that are specific to you. We fully understand that every organisation we work with will have a unique set of circumstances that they need to consider when designing and improving their talent and recruitment programs.

You might need to:

- Ramp up permanent recruitment activities as you scale nationally & internationally
- Explore flexible models of employment like contingent staffing
- Join the dots on a total approach to talent management to better manage your blended workforce & associated costs

- Gain advice on leading practices on employee experience, talent technology or workforce strategies
- Explore alternative providers & approaches to an existing talent solution
- Improve the overall effectiveness of existing recruitment or flexible working models

Wherever you are on your journey of evolution we can co-create & provide a talent solution design that is equally evolved to meet the needs of your unique situation.

The future of work is about how organisations are going to create imaginative solutions to the two R's - Recruitment and Retention. Leaders must also recognise that the 'workforce of the future' will be a blend of employment types and with this comes opportunity but also complexity that will need to be professionally managed with the best partners available in the market.

- Barry Winkless,  
Head of the Future of Work Institute



# A SUITE OF SERVICES TO HELP YOU ON YOUR JOURNEY

We provide a suite of services that can be fully customised to your specific talent needs. Our unique 'elements' approach means we can design unique combinations of skills, processes & services as your talent journey evolves (which it will!) over time. It means we are always relevant, always innovative, and always 'on' your business.

We provide 4 distinct talent solution programs - RPO Elements, MSP Elements, and Future of Work Talent Design.

## RPO

### RECRUITMENT PROCESS OUTSOURCING

We recognise that businesses require RPO support to meet a wide variety of talent challenges and can be based on long term goals or short-term needs. Our fully scalable end-to-end RPO solutions bring together the best in people, processes, and technology Elements to design a solution for your needs today and evolve as your needs change.

Sample elements include talent mapping, talent sourcing & attraction, candidate engagement, interviewing, offer management and onboarding. We will work with you to find the best solutions and co-create an RPO that meets your talent needs and strategic goals.

Our designed RPO solutions can include:

#### Project RPO

Project RPO's are frequently required to meet your short to medium term talent challenges. They are best suited to start-up, ramp-up or project hiring challenges. For project RPO's we frequently combine agile and flexible talent acquisition with localised and international sourcing strategies Elements to meet your scaling goals. These projects can be further enhanced through our Employee Value Proposition, Recruitment Marketing and Talent Brand Amplification Elements to attract the talent that you require for your business to flourish.

#### Selective RPO

We recognise that many businesses require specific solutions for ongoing support to key recruitment and talent functions. This allows you to focus on your overall talent strategy. We listen to your needs and co-design a programme of talent Elements that is robust in design and sustainable long term. Examples of Selective RPO solutions include processes such as sourcing and screening, talent pooling, onboarding. They can also be

focused on market entry advisory, talent technology consultancy and management, or candidate assessment design and administration. These solutions have been very successful at supporting volume, multilingual or businesses looking to enter new markets.

#### Embedded Talent Acquisition RPO

Embedded TA gives you the flexibility to add to your internal HR and talent resources so you can properly support spikes in hiring, business initiatives or process support. On-demand gives you immediate access to skilled recruitment & sourcing professionals without process or technology implementation.

We have developed an Embedded TA implementation and ramp up model that enables us to integrate into your existing TA team and processes with minimal disruption and immediate benefit. Our Embedded TA models are purposefully designed to allow us to scale up and down rapidly or bring in new skillsets, capabilities or services Elements to evolve your solution as your needs change.

## MSP

### MANAGED SERVICE PROVISION

Employees across all generations are rapidly moving from traditional career paths to more experience led careers. To stay relevant, organisations need to be able to manage blended workforce models that strengthen their own strategic goals and the career journeys of independent talent.

Whether your business is scaling, internationalising, cost-conscious or is facing complex strategic talent acquisition challenges, Cpl's Talent Evolution Group will bring together the solution elements you need to stay ahead of your competitors and relevant in today's market.

Our managed service provider (MSP) solutions support temporary, limited company contractor, statement of work (SOW), temp to hire, and all other complex contingent hiring needs your business may have. Our programmes focus on providing access to skilled talent on demand, bringing full flexibility to your business.

Led by our multidisciplinary MSP teams of Programme Management, HR, TA, Recruitment and Analytics, Talent Evolution Group's MSP solutions flex with your business as it evolves. Whether you're a multinational organisation or a start up in a state of flux, we will enter a shared journey of trust with you. We listen, we question, and we

work together to create tailored MSP solutions based on the elements you need.

Our suite of elements is modular in design, meaning they are available to meet your strategic needs when you need them. These are aligned to the employee experience and proposition that distinguishes your company as a destination for great talent.

Our MSP programmes can be end to end, hybrid or neutral and are all built on our value management pillars of Relationship, Quality of Service, Cost Management, Compliance and Talent Consultancy.

## FOWI + TO

### FUTURE OF WORK AND TALENT DESIGN

Through our Future of Work Institute and our Assessment & Analytics Centre of Excellence we provide a suite of leading-edge advisory and design elements. These range from Total Wellness, Diversity & Belonging, Future leadership, People Value propositions, Employee Experience, Employer branding, Recruitment marketing, ideal hire & candidate assessments, business intelligence and market mapping supports.

## HOW ARE TALENT SOLUTIONS EVOLVING?

The Evolution of Talent Solutions can be summed up under 3 areas:

### 1 EXPERIENCE

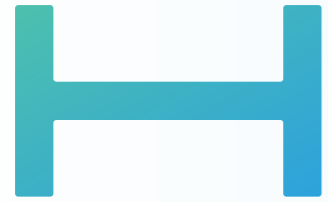
We are living in an age of increased expectations when it comes to work. Candidates expect an end-to-end recruitment & contingency experience that are at once flawless and memorable. Any talent process must become more like a designed journey - with each key moment designed with purpose. Design is becoming a critical competency in delivering recruitment and talent experiences that enhance an organisations' brand in the minds of candidates and customers alike.

### 2 INSIGHTS

The capturing of real time talent data and the extraction of key talent insights to drive intelligent decision making is a key driver in deploying solutions that maximise key value drivers. Solutions are evolving more and more towards predictive insights to be proactive from an end-to-end perspective. Platforms and proactive gathering of the candidate & client voice is enabling more comprehensive approaches to program improvement & innovation.

### 3 BLEND

The workforce of the future is very much a blend. A blend of permanent, temporary, contract, freelance, consultants, gig, suppliers and beyond. This blended approach can give organisations major advantages like flexibility, innovation, and agility. Getting the most from this blend however is a major challenge. Managing the complexity and joining the dots under next generation workforce strategies will be a key area of focus over the next 5-year horizon.



# HOW WE WORK WITH YOU ON YOUR JOURNEY

You are at the heart of any talent solution we design. That means we focus on your context; we go deep on your wants and needs and challenge your thinking in the best possible way. We co-create with you, and we supplement your ideas with even better ones.

We have a passion for creating meaningful experiences for our clients. Quite simply they are the centre of our world- right from the start our key questions are 'are we doing the right thing for our client?' and 'how can we make it better for them?'

- Amy Corbally, Client Partnership Director MSP, Talent Evolution Group

We use a designed process to ensure excellence for you.

Using a designed process (figure 01) our first step is always on any journey of evolution is to conduct a needs analysis. This step is to understand the talent challenges you are trying to solve, the unique context of your business, and some of the risks and constraints involved.

This is the stage in which we sign off on the final design and detailed solution that ultimately will be implemented in the next phase. This stage focuses on all the relevant people, processes and tools that will be utilised throughout the engagement.

After the solution has been implemented the core team moves into management mode with a focus on excellence in delivery and on the on-going review with you of talent KPI's, analytics and insights to continuously improve the talent solution. This phase also focuses on creating other value-added elements that may be important as the solution and you evolve.

figure 01.



We will then explore possible talent solution designs that could work based on the needs analysis phase. This is where we present your realistic options, along with priority solution elements and take input to better refine and iterate the design.

This stage involves implementing the finalised design into your business- where various communication and change supports are provided to ensure a seamless as possible integration. At this stage some elements may have to be adjusted or added as we learn together.



WE PROVIDE  
A FULL SUITE  
SERVICE TO  
ENSURE YOU  
ALWAYS HAVE  
ACCESS TO  
THE BEST

When you work with Cpl TEG you get:

#### Full client and experience management

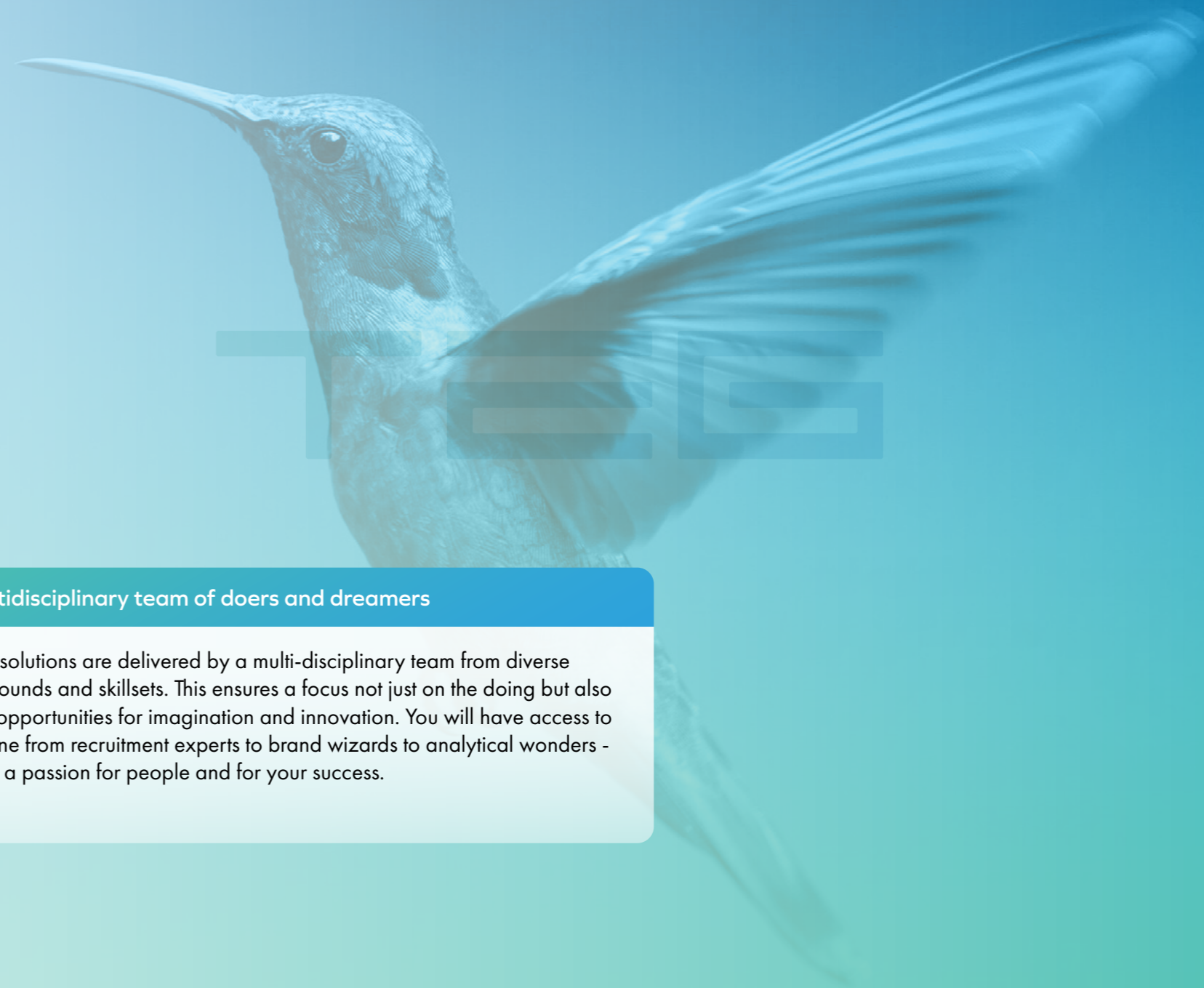
We have created a client centred approach to how we do business. This means you have access to a client experiences manager whose goal is to continuously ensure satisfaction and success of the solution. We are unique in our sector in that we have a Chief Customer Officer at the group executive level who acts as the voice of the client in all key decisions.

#### Real world Glocal (Global and Local) recruitment ecosystem

We are at the centre of an eco-system of expertise- where we can utilise the broader power of the Cpl group and our global sister organisation OSI (Outsourcing Inc.) to better serve you across the UK & Ireland, Europe and beyond.

#### A Multidisciplinary team of doers and dreamers

All our solutions are delivered by a multi-disciplinary team from diverse backgrounds and skillsets. This ensures a focus not just on the doing but also on the opportunities for imagination and innovation. You will have access to everyone from recruitment experts to brand wizards to analytical wonders - all with a passion for people and for your success.







## WE SELECT THE RIGHT ELEMENTS FOR YOUR TALENT SUCCESS

At the core of our talent solutions services is what we call Elements of talent innovation - an approach that enables us to bring, at speed, the most relevant services, competencies, and skillsets together based on where you are on your talent journey. You may, for example, need a greater focus on developing out or localising an employer value proposition, or going deeper on advanced talent analytics, or you may need an agile 6-month project RPO solution to get you over a scaling challenge. Our group and services have been built to deal with all the myriad of talent solution requirements that you may have- large or small! Each element can be dialled up or down during the talent journey with you.





# THE 360 BENEFITS OF TALENT SOLUTIONS FOR YOU

## 1 FLEXIBILITY

A well-designed talent solution can help you quickly respond to changes in hiring strategy, flex your workforce based on new priorities or pull back if resources become strained.

## ≡ RISK

Large internal recruitment teams can result in high, fixed costs and associated cost escalation risk. Adopting a more strategic approach to recruitment with the use of preferred and collaborative partners can de-risk cost spikes.

## ≡ WISDOM

Our specialist teams have a vast & diverse range of knowledge, tools, and processes that you can utilise. This real-world wisdom of all the talent elements can benefit many aspects of your recruitment strategy, including, strategic, candidate experience design, EVP development, or employer brand development.

## ↳ CREATIVITY

Our teams bring best and next practice insights and learnings from some of the worlds most respected, people centred organisations. As a result, with you, we can create innovative attraction, sourcing and recruitment plans with creativity built in. For example, our specialist employer brand studio can create everything from engaging copy to full on video stories that engage and enthrall.

## ≡ SPEED & COSTS

With our access to talent pools, key networks, and broader links with the Cpl group and OSI organisation, we can accelerate recruitment efforts, introduce rapid improvements, and reduce the effort and costs in getting the best hires from the market.

## ≡ QUALITY

Our focus is to get the best hires- permanent, temporary or contract - regardless of the solution we put in place. It is in our best interests to do this in a 'right first time' way - by going deep on developing key frameworks like ideal hire profiles and conducting forensic targeting of the right talent pools. This results in a solution that is not just fast but has quality to the fore.

## ↳ DIVERSITY

We continue to develop our expertise in building diversity approaches into all of our core talent solutions programs. Through our future of work institute, we utilise the latest thinking and experiment with new approaches and programs to increase access to new, untapped, and underrepresented segments.





## CASE STUDIES

### 1 SaaS Global Leader

Required support to hire 250 staff for new HQ in Ireland. CplTEG combined market entry advisory with a designed solution that involved recruitment marketing and a dedicated project RPO solution with specialist Delivery team working in close collaboration with the regional TA team to attract and recruit multilingual, finance, and sales talent.

Key Elemental Impacts: Speed, Quality, Experience

### ≡ International Fund Services Leader

Required supporting HR services and TUPE solution. CplTEG designed and executed a TUPE program supported by HR program design, global payroll supports, and compensation and benefit analysis.

Key Elemental Impacts: Flexibility, Risk, Speed, Cost, Quality, Experience

### ≡ Multinational Lifesciences Leader

Required a single service provider who could design and manage a full contingent workforce programme including programme management, supplier management, direct sourcing, and employee engagement. CplTEG deployed dedicated Client Services & Delivery teams that has driven continuous efficiencies and cost savings throughout the lifecycle of the program.

Key Elemental Impacts: Cost, Quality, Risk Management

### ↳ Technology Leader

Required two separate project RPO solutions. A specialist Tech Ramp of 100 hires in 6 months across multishift cycles and dedicated multiregional sourcing RPO for sales talent market mapping, engage and build talent pools across key countries, skillsets and levels. Both projects enabled fast ramp and delivery without compromise on quality and enabled client to meet project deadlines.

Key Elemental Impacts: Speed, Flexibility, Quality, Cost

### ≡ Multiregional Pharmaceutical

Required a first-generation MSP to provide visibility and transparency across the contingent workforce landscape. Our expert MSP team completed a full contingent workforce and supplier audit and rationalisation programme which resulted a refined supplier list, transparency of costs, and risk mitigation through compliance programme all managed through end-to-end MSP solution.

Key Elemental Impacts: Cost, Efficiencies, Risk Mitigation, Quality



## YOUR TEAM



Áine fanning - Managing Director,  
Talent Evolution Group

Áine heads up the managed talent solutions division for Cpl across Ireland, UK and CEE. She leads multidisciplinary teams of recruitment, talent delivery, HR and experience & insights professionals. Áine's teams design and deliver solutions to our clients across the Technology, Life Sciences, Professional and Public Sectors. In partnership she has developed our unique solutions design approach Elements of Innovation which was built to meet the needs of our clients in ever changing market landscapes. Áine works with her teams to ensure that our programs consistently deliver on service and provide real strategic partnership and an exceptional experience.

Áine has extensive experience in leading, managing, and innovating talent solutions programs in Ireland, UK, EU and multiregional. She has over 15 years of industry experience working for global companies. She has had the privilege of working with global and local companies on their talent strategy, both onsite and offsite. Áine is passionate about bringing people and technology together to transform how we partner strategically with clients and evolve our talent solutions to bring value to the talent journey every day.



Amy Corbally - Client Partnership Director MSP,  
Talent Evolution Group

Amy has 16 years delivery focused experience working within the Recruitment and Talent Industry in Ireland successfully managing recruitment operations for numerous MSP & RPO programmes.

Amy leads teams of professionals within Talent Evolution Group, to deliver MSP solutions spanning multiple sectors. Amy is an experienced and diligent professional, highly motivated with a focus on strategic collaboration and excellence in recruitment function design and delivery of talent solutions.

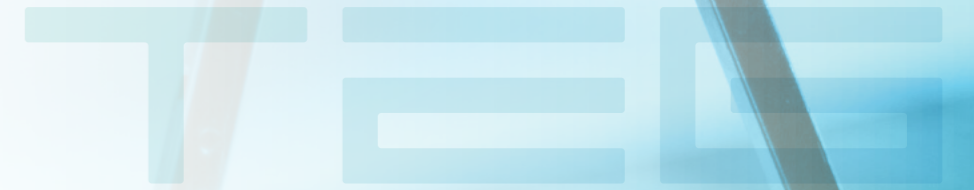
With a focus on cost optimisation and financial process management she partners with our clients to understand their evolving talent requirements, identifying strategic roadmaps with key stakeholders and implementing initiatives to support our clients in achieving their strategic goals through talent evolution.



Niamh O'Connor - Associate Director RPO,  
Talent Evolution Group

Niamh manages RPO talent solutions for our clients in Ireland, UK and Europe. Niamh has extensive experience inhouse with SME and Global companies and has over 7 years delivering talent solutions and services.

Niamh has supported clients with the setup and delivery of Recruitment services & Talent Solutions across the public sector, semi state, financial services, social media, telecoms, and Technology industries. In particular she has deep knowledge of the Tech sector and has built subject matter expertise in designing strategic sourcing and talent attraction strategies to support our clients in gaining the talent they need for their business to flourish. Niamh is passionate about implementing innovative processes, procedures, and systems to streamline recruitment activities. Niamh holds an MSc in Human Resource Management and a CIPD Award in Coaching & Consulting.





## OUR MANIFESTO "THE 7"

ALL MEANINGFUL MOVEMENTS OF A NEW WAVE HAVE A MANIFESTO. HERE'S OURS:

- |  |   |
|--|---|
| <p>1 We believe that talent attraction &amp; acquisition has evolved into something new, something more human and more experiential.</p>             | <p>5 We believe in not settling for anything less than excellence for our clients, candidates, colleagues, and communities.</p> |
| <p>2 We believe we need to take a truly 'forward modern' approach to how we do things to win in the talent market.</p>                               | <p>6 We believe in the power of experimenting, trying new ideas, sometimes failing but always learning.</p>                     |
| <p>3 We believe that talent &amp; workforce innovation offers a transformational competitive advantage to those companies that truly harness it.</p> | <p>7 We believe that the strength &amp; diversity of our people can overcome any talent challenge - however big or small.</p>   |
| <p>4 We believe in deep collaboration with our clients &amp; candidates to innovate workforces and talent solutions in a way others cannot.</p>      |   |

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<https://www.cpl.com/talent-evolution-group>