



## **Northumbria University**

### *Case Study*

### **The Company**

Northumbria University is an expanding multicultural learning community, with excellent links with further and higher education, industry and commerce throughout the UK, Europe and beyond.

### **The Business Requirements**

Northumbria University has significant requirements for temporary staff, the requirements vary in type and duration and also with activity across the academic year. This significant cost constantly needs to be subject to close management in order to maximise the quality and value obtained. In 2002 Northumbria University therefore decided to ask for competitive tenders to become a preferred supplier to the University.

### **The NRG Group Solution**

NRG Group were selected as one of the preferred suppliers for a period of 3 years subject to annual review. The service includes the delivery of administrative staff including librarians, secretarial and reception, IT and technical and grounds staff.

A dedicated account manager works from our local office along with a team of consultants. We are committed to supplying high quality staff within 24 hours of a request and have 100% record of delivery to date.

Our team make frequent visits to the departments they work with and have developed close working relationships with regular users of the service. This helps us maintain an active database of suitable staff for the University as well as ensuring the smooth running of every assignment.

Management Information on costs and usage patterns is provided on a monthly basis to enable Northumbria University to manage the costs and usage patterns effectively.

### **Business Benefits**

The University has expressed satisfaction with the quality and efficiency of the NRG service and is now confident of better control of the temporary workforce numbers. They also have a single point of contact and accountability, which has reduced contract management and administrative time.