



X-BORDER
CONNEXIONS

If you need to work across borders,
we're talking **your language**

MANPOWER®

X-Border Connexions –the Works

We provide **multilingual customer service, IT help desk and administration staff.**

X-Border Connexions, a division of Manpower inc. provides a European cross border recruitment service to customers in the contact centre and shared service centre business.

We work on **all sizes of multi-country projects.**

The service was created in response to customers who need to recruit and relocate multilingual people from across Europe.

We deliver a **full range of outsourced recruitment solutions.**

When clients find that a local market cannot supply enough staff to meet their needs, our dedicated teams find candidates with the right skills for your requirements and willingness to move abroad and work hard.

If you need to work across borders, we're talking your language.

“We can make the Connexion”

Pan-European Sourcing, Selection and Relocation.

In just three years we've recruited and relocated over 3,000 candidates from 15 different countries.

As businesses centralise their European operations the demand for multilingual staff in contact centres rises (200,000 new positions are predicted within the next three years) and the recruitment of quality staff becomes a more complicated process. This is a looming problem for pan-European business, but it's a business we know, because people are our business.

Whether it's a workforce of 750 drawn from 14 different countries, or a smaller operation requiring just a few people with specialised areas of knowledge, we can, and have delivered.

Mobilising and establishing a multilingual workforce from across several countries is not an easy task and our learning curve has been steep, but this experience now puts us at the forefront of cross border recruitment.

X-Border Connexions from Manpower inc. The facts.

- Manpower is the leading recruiter of specialist, flexible and contract workforces.
- Manpower has been in the people business for over 50 years.
- Manpower employs around 2.7 million people world-wide annually.
- Manpower has over a decade's experience in the contact centre industry.
- Manpower has over 3,800 offices across the globe and is represented in 59 countries.

Where do we source?

Manpower has recruitment offices in these countries:

Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Monaco, the Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland and the United Kingdom.

Working independently within Manpower inc. X-Border Connexions has no affiliations to any national offices but is free to select the best candidates from all over Western Europe.

Who do we select?

Skilled customer service representatives are in short supply and multilingual candidates are even more scarce. No matter what the languages, you will only be given candidates who have successfully completed XBC's rigorous assessment and selection processes. So whatever language you're talking, it makes sense to make the X-Border Connexion.

We select across Europe for the following sectors:

- Customer service representatives
- Finance staff
- Helpdesk analysts
- Telemarketing
- Telesales
- Administrative staff for HR and back-office functions

How do we recruit?

The assessment process employed by X-Border Connexions is thorough and stringent. Between campaigns we are constantly assessing and building up our database of good candidates.

We've built links with colleges, job centres, government organisations and also fully utilise advertising strategies in all our countries, sourcing through every route.

www.manpowerabroad.com

XBC uses the extensive IT resources of the Manpower group and has been able to invest heavily in developing a unique online process, which streamlines selection and assessment. The system is available 24 hours a day and 7 days a week, so we don't miss the best candidates.

Our e-recruitment process screens candidate suitability to adapt to living abroad, their ability to learn new skills (trainability) and their potential to represent your company.

Local knowledge and offices give us a direct link to the best sources of cross border multilingual talent. Our International Recruitment Specialists also have a better understanding of the needs of local recruits before they recommend them for cross border work.

Ultrasource, Manpower's online recruitment tracking system, will allow you realtime updates on recruitment progress and provides valuable management information on our performance.

Solving the problems of multilingual recruitment.

Working with X-Border Connexions can provide solutions to a number of problems you'll face when centralising an international operation.

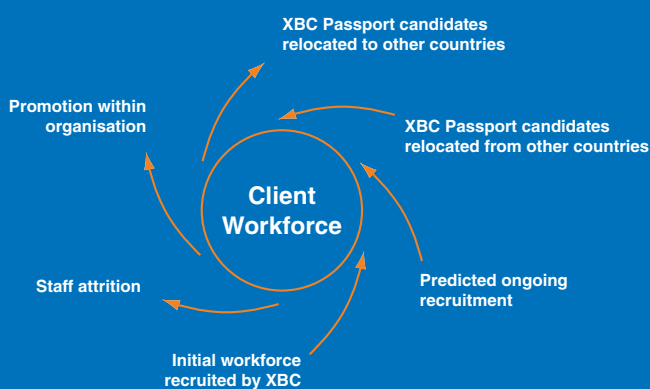
Problem – Cultural relocation Candidates moving abroad need support and understanding: it can be one of the biggest steps of their lives.

XBC Solution Our staff understand this and have a deep knowledge of cultural and socialisation issues and will support candidates so their move is as smooth and stress-free as possible. XBC Recruitment Specialists, based across Europe, are able to interview in the candidate's first language. This enables us to ensure that the candidates fully understand the job role and location, along with the differences in working and social cultures. We can also supply relocated candidates with flight and accommodation as well as full support upon arrival.

Problem – Skills shortages Good multilingual skills are rare enough, but if staff require further knowledge to fulfil their role, appropriate candidates can be hard to find.

XBC Solution We find the most suitable candidates, having measured their trainability (capacity to keep learning new skills) and offer them free access to over 2,000 courses at Manpower's online Global Learning Centre. This ongoing training increases productivity and helps reduce staff turnover benefiting both the employer and employee.

Ongoing recruitment cycle monitored and supported by X-Border Connexions



Problem – Costs Cross border recruitment costs can mount up quickly, advertising, expenses and recruitment costs and strategies vary from country to country.

XBC Solution We operate an ongoing recruitment policy and with our offices across Europe, our infrastructure and ability to deliver candidates, whilst minimising costs is already tried, tested and capable.

Problem – Timelines and tracking Juggling the timelines of many different national recruitment agencies can be a nightmare.

XBC Solution XBC's recruitment tools and predictive recruitment model can ensure that people start when you want them to. We make timeline juggling simple. Our tracking system and central office coordinate the international operations to deliver what you need, when you need it.

Problem – Profiles Newly relocated staff may have inappropriate skills; this will increase my recruitment and training costs.

XBC Solution Our experienced team of International Recruitment Specialists utilise our extensive assessment programmes to ensure that you are only offered people with an accurate match to your requirements. You can be confident that when you receive a candidate from XBC they will have the right profile to achieve maximum productivity in a very short time, with minimal induction training.

Problem – Contact If you were faced with recruiting in 10 languages, you could need at least 10 different national recruiters, and therefore 10 different contacts.

XBC Solution We have one central point of contact, one place to come to solve all your cross border recruitment problems. We're the European authority on cross border, multilingual contact centre solutions.

XBC – means solutions, in every language.

“Over **3,000** candidates from **15** different countries recruited and relocated in just **three years**”

Our outsource services can take recruitment, relocation, and management off your hands.

We'll build a close relationship with you to work through the problems you face, our service is consistent and reliable and as part of Manpower inc. it's global. A strategic partnership with X-Border Connexions delivers simple solutions to difficult problems.

Our technology can support even the largest pan-European projects and our e-solutions mean that our online recruitment system is operational 24 hours a day and 7 days a week, so no matter when a great candidate becomes available, we'll be there to secure them and place them with you.

We translate a continent of languages and cultures into one simple service. **X-Border Connexions.**

“We’ve got the
creative solutions
for the talent war”



X-Border Connexions in action

In 1998, a global blue-chip IT corporation decided to draw on Manpower's years of experience in the recruitment and management of call centres.

A **client** case study

The company had decided to centralise their phone-based operations: telesales and general services. This would present a number of problems.

- Callers from all over Europe would be forwarded to this centre and put through to a native speaker of their own language. Staff would have to be multilingual.
- The centre would have to be located near one of the business's European bases, and somewhere candidates would relocate to.
- Candidates would need to be sourced from across the Continent.
- Candidates would have to be trained to the client's specific needs.
- All this was to be achieved within a short period of time and in budget.

X-Border Connexions found solutions to these problems.

Using our substantial experience of establishing and managing call centres we were able to provide support through all the planning stages and then manage implementation of the plan.

We provided site location consultancy and, through the comparison of employment costs and availability of skills, suggested bases in Dublin and Glasgow. The client divided its operations between these two sites, telesales in Dublin and a centralised general service support centre in Glasgow.

Manpower managed the downsizing and closure of locations for which it had provided staff, saving the client substantial redundancy payments, and was then able to further place or relocate the staff from these centres.

We then took full control of staff recruitment, relocation and socialisation.

Our flexibility throughout the process proved the value of this strategic and cooperative partnership and gave the client excellent business continuity.

The **Results**

- 750 employees recruited from 14 countries
- 97% of employees arrived at post on time
 - Centre operating in 10 languages
- All service levels achieved within first live week

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A name that works in **any language**

Finding Europe's finest

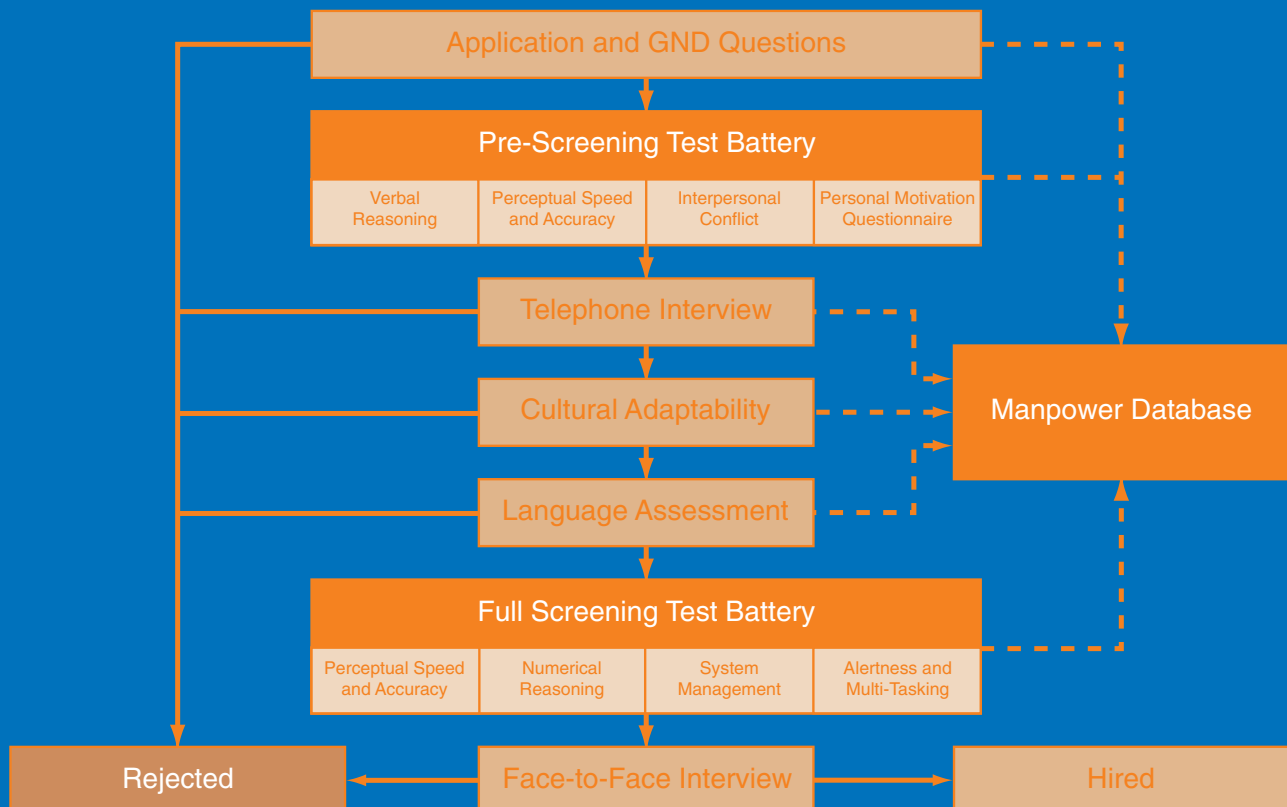
At X-Border Connexions we pride ourselves on a rigorous and in-depth candidate assessment. Inclusive screening, e-recruitment and links to government agencies, colleges and job centres across Europe give the largest possible catchment area.

A candidate assessment

Before we recommend or place a candidate they must first pass a pre-screening test; they may then progress to a telephone interview. Candidates are assessed for cultural adaptability, then tested in English language after which they will be required to pass another set of tests. These psychometric tests will be the final stage before a face-to-face interview discerns whether the candidate is suitable for relocation, international work and to represent your company to the standards you demand and we deliver.

E-Solutions

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Making the best move

Employee testimonials



Jean Christophe Detre
26, France

Jean Christophe was living in Finland and looking for work in another country. He knew Manpower would be the right place to start.

On training:

"The job offer came at just the right time in my life and three weeks later I was beginning my training in Manchester, it was an intensive combination of IT and customer care skills."

On the team:

"At the beginning of a new project it's hard work and very busy, but rewarding too – we have a very strong team spirit."



Tor Sagen
25, Norway

When Tor was offered his XBC position in England he was torn between an IT job in Oslo, and the chance of working abroad.

On relocation:

"I am very pleased that I made the right decision. The relocation information and support was very impressive, it made the move from Norway a lot easier."

On management:

"As a team leader, the excellent relationship that I have with my HR manager is a great benefit to the team and myself."



Lotta Jespersen
30, Finland

Possessing a good range of language skills Lotta found the positions offered by Manpower ideal.

On using her skills:

"I was quite excited when I thought it might happen, working on an automotive help desk would give me a chance to use both my language and engineering skills."

On the new life with XBC:

"The best thing about moving to Manchester was meeting the man who has now become my husband. I met him when I moved here, he is Norwegian and works on the help desk."

On job satisfaction:

"After working on the automotive help desk for just over one year I am still enjoying the job – each day I learn something new."



Michael Horstmann
22, Germany

A former paramedic, Michael was looking for a new career and a new challenge. He found it with XBC.

On improving his languages:

"It had always been a long-term ambition to spend some time in the UK and improve my English."

On job satisfaction:

"In the space of two to three months my skills have increased dramatically and I really enjoy the satisfaction of solving problems for customers."



Wolfgang Schlueter
34, Germany

Wolfgang heard of XBC through a friend and contacted us directly.

On relocation:

"I knew it was time to grasp the opportunity to make major changes in my life and this was an opportunity to work for a global company, where I could see my ideas work. I was impressed that Manpower were able to quickly make this decision."

He only had basic IT skills before moving but XBC gave Wolfgang the chance to improve them. He used the Manpower Global Learning Centre to expand these skills and he says this immediately got him noticed by his managers.

On career progression with XBC:

"In another country I would not have had the chance to work on this."

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A name that works in any language

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X-Border Connexions is a division of Manpower

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