



Locally-Sensitive Transition Programs with Centralized Management are a Win-Win for Global IT Company

Outplacement

Client Industry

Information Services

Situation

After many large mergers and acquisitions, this global information services company was left to assimilate 60,000+ employees across diverse cultures over a broad geographic distribution. Following a merger that led to redundancies at the executive level, the client identified a group of leaders to be transitioned out of the business. Right Management was chosen as the strategic partner for executive outplacement based on its' ability to implement a globally standard program that was still able to take local nuances into account.

Workforce Solution

Right Management outplacement services were tailored to the needs of each country. This approach gave the HR community the flexibility to select programs as required on a country-by-country basis, depending on local regulations, cultural nuances, and social planning processes. Because 95% of Right Management's services are delivered through wholly-owned offices, standardized processes, methodologies, and technology was available to meet the client needs.

To ensure global consistency across multiple client locations worldwide, Right Management assigned a centralized point of contact. This Global Client Manager had responsibility for streamlining processes, monitoring all service requests, providing customized global reporting, and acted as a single point of contact for all billing and financial communications.

Results

Creating a single point of contact has helped to create a solid relationship between the client and Right Management. By delivering on expectations via a simplified process has contributed to their satisfaction, helped the program exceed the client-established contractual metric goals. In an internal survey audit, the client reported 100% overall HR Global Satisfaction with Right Management, and specifically cited responsiveness, flexibility, and ability to provide professional support key factors.

- Candidate satisfaction with the value of the career transition services -- 4.2 out of 5.0.
- 95% of candidates said Right Management met or exceeded their expectations.
- Candidate ratings of preparedness to conduct a job search -- 4.1 out of 5.0.

Right Management is the global career and talent development expert within ManpowerGroup (NYSE:MAN). We help organizations become more agile, attractive and innovative by creating a culture of career management and learning that nurtures future talent, motivates and engages people, and provides individuals with opportunities to increase their value throughout their careers. We improve time to value through our expertise in organizational effectiveness, career management and individual development. Our approach is centered on the fact that organizations thrive when individuals are successful in their careers. We've spent the last 35 years identifying workforce challenges and developing innovative solutions, enabling our globally informed methods to be time-tested across more than 50 countries. Visit www.right.com to learn more about our capabilities and solutions.

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