

REVOLUTIONISE RETENTION

Portico Corporate Reception Services case study

Portico, a Facilities Management company offers a complete range of reception management, switchboard and helpdesk services designed specifically for the corporate market. Portico compete with luxury 5 star hotels for new recruits and acknowledge that talent retention as a real priority! Portico operate in a very competitive market where service and people quality is of utmost importance, therefore managing performance and employee's progression is of huge importance.

The challenge

As Portico grew, the company was finding it increasingly difficult to recruit people of high enough calibre in supervisory /management roles. There was a great resource of talent within the company and the Managing Director; Greg Mace needed to know who in his business was ready for a promotion and who had the potential to be Portico's managers of the future.

Portico was already using a paper-based appraisal process that was time consuming and difficult to analyse. The process was laborious and therefore didn't have the support of the team. Likewise the paper based appraisal didn't produce the level of data that the company needed in order to develop its HR strategy.

The solution

A specialised talent toolbox system was developed for Portico and went 'live' in January 2006. This online performance management system provides:

- Company succession plans
- Robust performance management
- Individual goal setting

- Analysis of personal performance
- Training needs analysis
- Employee satisfaction analysis
- Year on year benchmarking
- HR Strategy plans

The outcomes

Very quickly the team at Portico warmed to the talent toolbox process and forgot about the old laborious paper-based system. Annual appraisals are now looked forward to and seen as a development opportunity as opposed to a chore. In addition Portico:

- Reduced labour turnover by 15%
- 100% of management/supervisory vacancies were internal promotions
- Targeted training and development that ensures only handpicked people with agreed training needs are taken out of the business at any one time. Saving £15,000
- Recruitment costs have reduced by £50,000 per annum
- HR admin time saved the equivalent on one salary £25,000
- Incorporated employee satisfaction survey saving £20,000
- Labour turnover dramatically reduced to 15%, (industry average is 65% according to the CIPD) saving at the most conservative estimate £60,000
- 95.5% of employees report they are happy in their jobs

Giving approximate cost savings of £175,000

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"Although the company is only just one year old, we wanted the best systems for our business from the beginning and were prepared to invest in our people," explains MD Greg Mace. "For a top level service business like ours, our talented people are a vital asset. It is essential to have effective two-way communication with them no matter where they are based in the UK. So we worked with talent development company learnpurple to create a version of the ground breaking talent toolbox just for Portico".



"With 130 people working for us we decided there was a significant amount of manual recording and appraising to do. With a web-enabled system we cut the actual appraisal paperwork time by 20% and the collation time by 100%."

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