

Offshore Recruitment Services:	USA
Sector:	Compliance & Internal Audits
Services:	<u>Project Optimizer</u>
Client:	Large publicly traded staffing company whose primary focus is the commercial sector, including light industrial.

Challenges:

- The client attributes their success to the consistency and quality of the service they provide. Part of this consistency is the result of a twice-annual internal audit of every office.
- The audit, conducted by an internal team, evaluates compliance with legal employment requirements, terms and conditions of various VMS clients, as well performance against the company's internal quality standards.
- While very important to ensuring a consistent and quality recruiting process, the audit is also very time consuming and expensive.

Our Solution:

- After an orientation period in which our IMS resource "shadowed" the company's internal team, we assumed responsibility for a major portion of the audit process.
- Our resource, who has prior experience in compliance requirements, contacts the branches, gathers the required data, highlights any missing information, completes the package and then forwards the information to the client for review.

Results:

- We complete over 160 annual audits in a timelier manner and without any decrease in accuracy.
- The client now reallocates the funds originally used for the audits to other revenue-producing projects.
- IMS continues to handle the client's auditing function on an ongoing basis.

HEAD OFFICE

301, President Plaza, Near Thaltej Cross Roads, S G Highway, Ahmedabad, Gujarat-380054, INDIA
Ph: +91-79-30114444, Fax: +91-79-26854231, Website: www.imspeople.com

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