

# GIBBSHYBRID



### THE CLIENT:

## GLOBAL BUSINESS SERVICES & TECHNOLOGY COMPANY

### THE CHALLENGE

Our client, a Global Business Services and Technology company, with multiple FTSE100 and Blue-Chip corporate clients of their own, faced a mammoth challenge. They had been tasked by their global pharmaceuticals client to implement and roll out a major pharma technology IT management system worldwide. Our client was running a year behind schedule and added to that, had to meet commercially tight timelines, given the stringent regulations that surround the pharmaceuticals industry. Our client had previously used a variety of suppliers who had not provided the right types of interim consultants to support the delivery of this high-profile project. All eyes were now on them to deliver and deliver fast with no room for error.

### WHY GIBBS HYBRID?

Gibbs Hybrid was called upon by our client due to our reputation within other parts of the business, which was already solid in terms of our interim resourcing delivery capability across other project demands. We received a call from the Head of Procurement asking for our support on Friday night, we gathered our best delivery team and were on-site on Monday morning, taking a thorough brief and gaining an understanding of precisely what we needed to do, to ensure our client did not fail. Within the first week, Gibbs Hybrid had assembled a dedicated accounts delivery team for the pharma project, demonstrating our ability to be agile, ready to deliver with a solid pipeline of the skills and talent required, at speed, and with the quality of talent Gibbs is known to provide on a contingent basis.

### HOW DID WE DO IT?

We swiftly gained an excellent understanding of the urgent and pivotal demands. Our devoted accounts team supplied a variety of specialists including programme management consultants, test management and test consultants, as well as UAT Specialists with particular niche technology systems exposure. Within the first two weeks - and after an aggressive marketing campaign - Gibbs provided 70% of the total workforce in 'record time'. We took an active management approach throughout the project, partnering with our client every step of the way. We worked on-site to ensure there were no compliance, screening or onboarding issues with new starters. We also introduced a service management function that allowed us to conduct service reviews, track individual consultants, monitoring their performance, ensuring no flight risks on the project itself and providing feedback, meaning we could take immediate action if required. Alongside this, we put together a proposal to the business with a retention strategy plan to ensure the contingent resources remained on the project until delivery and handover. This was a key part of the requirement for our customer and a reason they chose Gibbs to support them. We continually innovate, put the customer at the heart of everything we do and execute with precision. Through high levels of stakeholder engagement and our commitment to the programme, we guaranteed our client was able to deliver the project to the great satisfaction of their global pharma client.

For information about our Talent Services, visit: [bit.ly/GHtalentservices](https://bit.ly/GHtalentservices).

# CASE STUDY

## STATS

TIME TO FILL:

5  
DAYS

### ABOUT US

Gibbs Hybrid is an International IT & Business Services firm providing a "one-stop shop" solution helping customers with Project Consultancy, Talent Services and Outsourced Solutions whilst driving customer success to mid-market & global businesses.

We serve our clients via our three lines of business – Managed Project Solutions, Talent Services & Outsourced Solutions – all with unique service offerings. Our lines of business have delivered collaborative solutions for more than 15 years with more than 600 employees and consultants.

Headquartered in Surrey, UK, Gibbs Hybrid provides world-class solutions across Talent Services, Managed Project Solutions and Outsourced Solutions from a wide range of sectors including technology services, oil and gas, pharmaceuticals, consumer goods, banking, fintech and financial services. The company has pioneered a mixed model that offers both high quality resourcing and consultancy project solutions. This bespoke approach has secured a rapidly growing global footprint across the UK, Eastern Europe and North America.

We are minority woman-owned business and a corporate member of MSDUK, the UK's leading non-profit organisation driving inclusive procurement. We are a corporate member of WEConnect International, the global network that helps women-owned businesses succeed in global value chains.

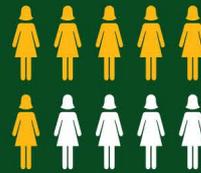
[www.GibbsHybrid.com](http://www.GibbsHybrid.com)

Gibbs mobilised a specialist, project-dedicated account team within

12 Hours

FULL TEAM WAS MOBILISED AND THROUGH THE DOOR IN 10 DAYS - FULL TURN AROUND INCLUDING COMPLIANCE & BACKGROUND SCREENING

SUCCESS RATIO FOR EVERY 3 CVS SUBMITTED RESOURCES WERE HIRED



1 OF 6 SUPPLIERS ASKED TO ASSIST.

BACKGROUND CHECKS COMPLETED WITHIN 48 HOURS

FILLED 70% OF THE ROLES

12 HOUR TURN AROUND FROM CLIENT BRIEF TO FIRST HIRE



MONTHLY SERVICE REVIEW TO MEASURE CONSULTANT DELIVERABLES AND PERFORMANCE

ONSITE CONSULTANT CARE TEAM FROM DAY 1 TO INTRODUCE CONSULTANT TO LINE MANAGER



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