

Collaboration drives recruitment success for Atos



THE ORGANISATION

Atos is a global leader in digital transformation, cybersecurity, cloud and high-performance computing, delivering innovative solutions to businesses and governments in over 70 countries. Specialising in AI, data analytics and sustainable IT, Atos helps organisations accelerate digital growth while ensuring security and environmental responsibility.

Partnering with industries such as healthcare, finance and manufacturing, Atos provides cutting-edge IT services that drive efficiency, productivity and innovation.



THE CHALLENGE

One of the key challenges was the regional disparity in candidate availability. While Glasgow experienced strong candidate attraction and high fulfilment rates, Lytham – a seaside location – faced significant hiring constraints, with fulfilment rates dropping below 50%. This shortfall underscored regional talent shortages, presenting obstacles to meeting recruitment goals.

The roles spanning full and part-time customer service representatives required candidates with strong communication skills and a customer-centric approach. However, inconsistent hiring success across locations presented challenges in securing the right talent.

In October 2024, Atos placed an order for 124 contact centre agents across three key sites, Lytham, Glasgow and Durham, for fulfilment between November and January.

A recent site visit to Atos Lytham with DWP representatives provided valuable insights into workplace needs, enhancing candidate alignment. **Danny Prestwick, Senior Operations Manager at Atos**, emphasised the value of our partnership with DWP:

"Your team's dedication to securing qualified candidates has been instrumental in helping us exceed our January KPIs—an achievement that wouldn't have been possible without your support."



THE SOLUTION

We partnered with the Department for Work and Pensions (DWP) to attract talent in alignment with our people and prosperity plan. DWP contributed 30% of Atos's hires, with the remaining sourced through Manpower's traditional channels. Without DWP, fulfilment stood at 78%, highlighting the critical role of strategic partnerships in overcoming hiring challenges.

To enhance recruitment in Lytham and Durham, we expanded beyond job boards, working closely with DWP's Senior National Account Manager. This collaboration helped streamline candidate matching through Manpower and Jobcentre Plus (JCP) advisors, ensuring they were fully briefed to effectively match candidates.

DWP's robust screening and qualification processes provided high-quality candidates. Regular team meetings, job fair participation and in-person interview sessions at Durham JCP strengthened engagement and streamlined hiring.

A site visit to Atos Lytham with DWP representatives provided deeper insights into workplace needs, improving candidate alignment. Feedback from employees hired through the local Jobcentre Plus highlighted the positive impact of this partnership in boosting hiring success and supporting local employment.



THE RESULT

By advertising and fostering strong relationships with the DWP, our team successfully met the recruitment and supply service level agreement across all three sites.

- 251 candidates submitted across three job centres
- Lytham - 66% fill rate via DWP. Among unemployed individuals, 84% of those aged 18-24 and 40% of those aged 25-49 have been out of work for less than a year. Strengthening recruitment efforts across all age groups particularly for young jobseekers and long-term unemployed individuals building a more resilient and dynamic workforce.
- Durham - 36% fill rate.
- 97% retention.