



ManpowerGroup™
Solutions

BUSINESS CASE BOMBARDIER



Reception Management Solutions

Bombardier outsources reception services to ensure greater flexibility and continuity.

BASIC STARTING POINTS

- Reception services department made vulnerable by a lack of replacement when the receptionist is absent
- Need to safeguard Bombardier's quality image in reception for the many visitors who come to the Belgian head office
- Need for greater flexibility and continuity to guarantee 100% staff occupancy in the reception area

OUR SOLUTION

Total solution for managing reception services:

- Receptionist transferred to the ManpowerGroup Solutions payroll (or recruited if transfer not possible)
- Personal supervision and training of reception staff
- Training, coaching and planning of flexibly available back-up receptionists who are familiar with the specific situation at the client
- Complete staff and project administration
- Constant quality control

RESULTS

- Continuity: the reception area is fully staffed at all times
- Cost-effective: from 2 receptionists to 1 with a system of back-ups
- Greater security and flexibility: not just 1 back-up, but several – thanks to the mobile ManpowerGroup Solutions team
- Facilities department now has more time to focus on core tasks

“No more ringing round when our receptionist is ill or on holiday. Now I have the security of a replacement standing by at all times.”

Bombardier believes it is vitally important for its reception area to run flawlessly at all times and ensure that visitors are always greeted professionally – even if the regular receptionist is on holiday or suddenly falls ill. Which is why the company called on the services of outsourcing specialist, ManpowerGroup Solutions. Catherine Van Isacker, facilities manager at Bombardier in Diegem, explains how this decision has saved a great deal of time and money since it was introduced.

Taking the worry away from a key function

“The receptionist at our administrative head office in Diegem plays a key role for us. She acts as our company's calling card and we need a multi-skilled person in the job. Someone who answers the phone, directs

visitors to the right place, orders office materials, arranges lunch or calls a cab, books trips and so on. And the receptionist we have is just such a person: unflappable, independent and enterprising. I know that she provides the perfect welcome for our many foreign visitors and so I never have to worry about it. But when she is ill or on holiday, reception still has to keep providing the same level of quality service. For a while we tried having one of her colleagues stand in for her, but it wasn't ideal. So precisely to be able to count on the quality we are looking for at all times, we got in touch with the specialists at ManpowerGroup Solutions.”

100% occupancy guaranteed

“Since we outsourced the running of our reception services to ManpowerGroup Solutions, we haven't had to worry about continuity at all. Our receptionist is now

part of the ManpowerGroup Solutions team of 'Image Officers' – or qualified receptionists, should we say. If our girl is away for any reason, MBS provides a replacement. They have trained up a team of flexible back-up receptionists who can be brought in at short notice to fit seamlessly into the Bombardier reception area. So no more having to ring round when our receptionist is ill, on holiday or wants to go on a course. With ManpowerGroup Solutions, I can always be sure there's a replacement standing by to step into the breach."

Efficiency gains and peace of mind

"Undoubtedly the biggest benefit of all is that I don't have to spend time looking for a suitable replacement. Before, there was always uncertainty about whether or not we could find someone with the right profile. And while in the past, we had just the one back-up of our own – now there are always several on stand-by. That gives us extra security. And having this flexibility saves us a whole lot of work and valuable time. The fixed monthly fee that we pay ManpowerGroup Solutions to provide a total solution

may be higher than the basic wage of a reception employee, but the outsourcing formula gives us significant added value for providing high-quality reception services on a day-to-day basis."

A stable, people-focused employer

"Our receptionist is now on the ManpowerGroup Solutions payroll, too, which I found a bit difficult to cope with at first. After all, she had always been one of us. But in practical terms, it hardly changes a thing: she is still just as loyal an employee as she ever was. And ManpowerGroup Solutions is a stable employer that supervises and coaches its Image Officers well. I was also afraid that by switching employer, 'our' receptionist would lose all of the benefits that Bombardier offers its people. But these have been amply made up for by ManpowerGroup Solutions – if needs be by other extras. And by working with ManpowerGroup Solutions, she doesn't have to worry about job security. They have enough other clients where she can work if necessary. Which is real peace of mind for her – and for us, too."

"ManpowerGroup Solutions is a stable employer that supervises and coaches our receptionist well."

About Bombardier

Bombardier Transportation Belgium is a division of Bombardier Inc, which is number 1 company in the world for air and rail transport equipment. Bombardier's Belgian production site in Bruges and the head office in Diegem together employ a total of 800 staff. Belgium's double-decker trains, the new trams in Brussels and the rolling stock on the London Underground and the subway in New York are just some of the best-known products from Bombardier Transportation Belgium.
www.bombardier.com

BOMBARDIER

For twenty years ManpowerGroup Solutions has been a benchmark in tailored people-based outsourcing solutions. This fast-growing ManpowerGroup subsidiary can take on the full or partial management of activities, departments or projects that lie outside a business's core tasks. ManpowerGroup Solutions enters into an obligation of results with its clients to streamline the service, workforce, and work processes. This undertaking means more time for the core business, more continuity, more quality and demonstrable cost reductions. In all more than 600 experts or 'ambassadors' are at work for clients in a very wide range of sectors.

CRITICAL SUCCESS FACTORS

- Very fast rollout of the solution
- Top-quality service
- Smooth communication: 1 central point of contact for the client, 1 central point of contact for reception staff
- Carefully selected and trained pool of replacements
- Long-term solution

ADDITIONAL BENEFITS

- Transparent cost structure: 'all-in' fixed fee per month
- No additional burden on payroll: the receptionist is now on the ManpowerGroup Solutions payroll
- Receptionist closely supervised both by ManpowerGroup Solutions and Bombardier
- Training opportunities for reception staff through the ManpowerGroup Solutions Image Academy

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FOCUSING ON YOUR CORE BUSINESS IS HUMANLY POSSIBLE.



ManpowerGroup Solutions
Gemeenschappenlaan 110
1200 Brussels - Belgium
T +32 (0)2 289 66 80
info@manpowergroupsolutions.be
www.manpowergroupsolutions.be



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