A woman with her hair in a bun, wearing a yellow sweater, is looking out a window. The background is a bright, blurred cityscape. The text is overlaid on the right side of the image.

## 5 essential questions to ask

when using an  
HR solutions  
partner.

# introduction.

Your business could have a lot to gain from working with an HR company. The right partner will be able to provide staffing solutions and services specifically designed to help you reach your current goals and overcome your biggest challenges.

Specific advantages you can expect to gain from teaming up with an HR specialist include:

- reduced hiring times
- improved capability to tackle **skills shortages**
- more flexibility to respond to fluctuating demand and market conditions
- keeping up with the latest and most beneficial **HR technologies**

If you're a small or medium enterprise (SME) focusing on core priorities like cost efficiency and business continuity in these difficult times, you can look to an HR solutions partner to ensure you're only paying for the staff you need. Outsourcing your recruitment and other HR-related tasks will also free up your managers to concentrate on your core business.

To maximise the benefits of working with an HR company, you need to ask the right questions to ensure you find a provider that is the right fit for your business.

Here are five of the most useful questions to ask a potential partner before committing to a decision.

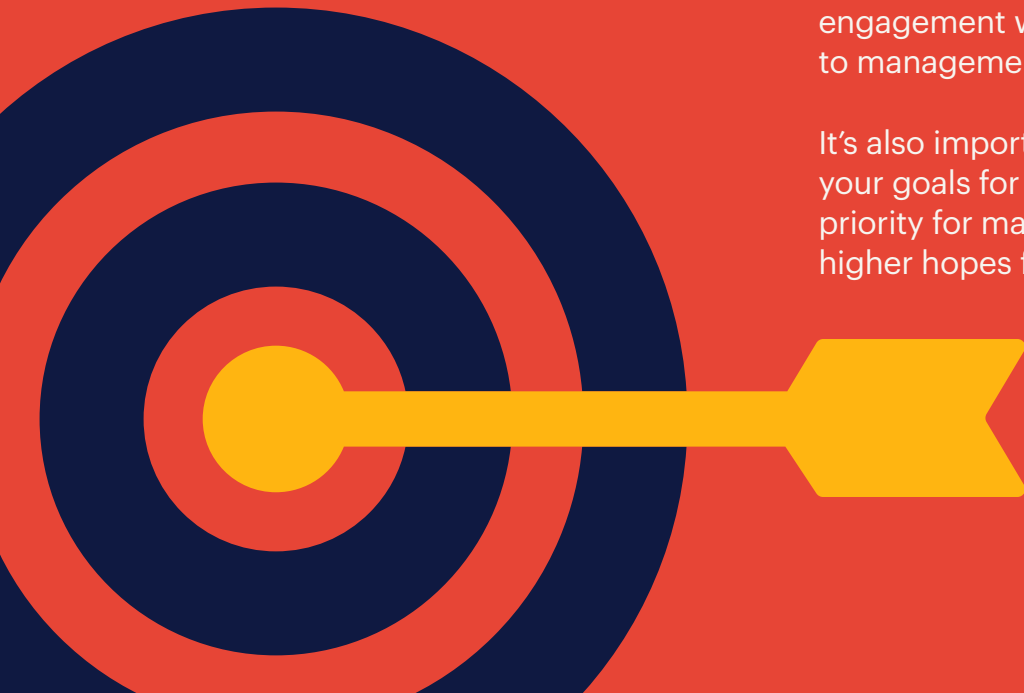


# 1. do you fully understand my goals?

HR and recruitment are about more than just hiring employees and making sure you're getting the best out of them once they're on board. A truly effective staffing partner will have a deep understanding of what you're trying to achieve as a business and what workforce plans and strategies you should put in place to achieve these goals.

Before deciding to team up with a particular HR company, make sure you feel confident they grasp your key priorities and objectives. The right partner will have dedicated processes in place to gain an in-depth understanding of your business, such as using expert workforce analysts to build a detailed picture of your current position and what changes you should make to improve. This should be based on engagement with stakeholders in various areas of the company, from HR and training to management and procurement.

It's also important for you to feel confident that your staffing partner is in tune with your goals for both the short and long term. Business recovery might be the top priority for many companies as results of the global pandemic, but you could have higher hopes for the future that an HR company can help you achieve.



## 2. do you have an adequate network to support my talent needs?

Talent shortages have become a major concern for businesses all over the world in recent years. [Gartner research](#) released in January 2019 showed that staff shortages had become the top emerging risk facing organisations around the world, ahead of privacy regulations and cloud computing. According to management consulting firm [Korn Ferry](#), skills gaps could lead to more than 85 million jobs going unfilled by 2030, leading to annual revenue losses of approximately \$8.5 trillion.

Companies can't afford to miss out on business because of an underresourced or underskilled workforce, or to waste money on hiring people who don't have the right capabilities for the role. It's vital, therefore, to feel confident that a new HR solutions partner can give you access to a talent pool that's deep and diverse enough to supply the staff you need.

Ask specific questions and look for evidence of the company's track record in helping other firms in your industry, or employers with similar needs to your own, to fulfill their talent requirements.



# 3. can you deliver

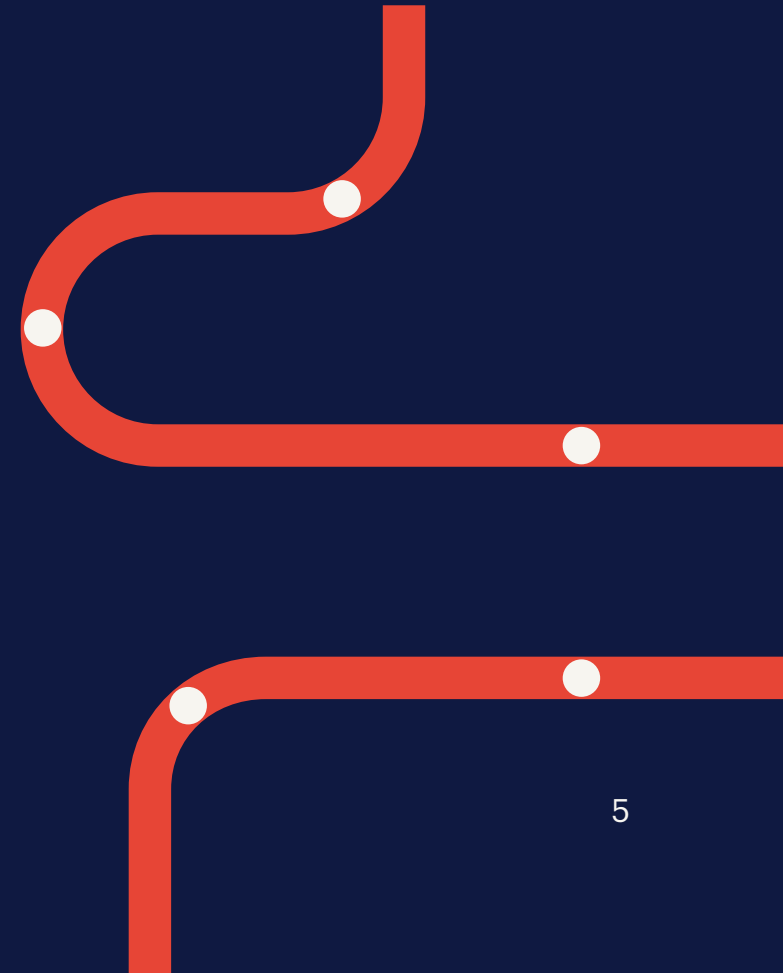
## on my timeline?

Keeping to tight timelines is often extremely important for companies, which can't afford to risk disappointing their customers, damaging their reputation and possibly losing business by missing delivery deadlines.

If this is an important consideration for your firm, you should feel completely confident when going into a relationship with a new HR solutions partner that the company is able to support your staffing needs on a timescale that you're happy with.

Generally speaking, larger staffing companies are better-placed to provide a quick turnaround and deliver workforce solutions at short notice, because they have access to deeper talent pools and more resources to dedicate to rapid recruitment.

It's also important to acknowledge that average time-to-hire varies depending on your industry and the role in question. Finding and **onboarding** a skilled worker in the pharmaceutical sector, for example, will be a more time-consuming and intensive process than finding a part-time warehouse picker. If you have talent needs that are unique to your industry, look for evidence of results a potential HR solutions partner has delivered for other clients in your sector.





## 4. will you be completely transparent with me?

Before entering into an agreement with an HR company, you should feel confident that you fully understand how the partnership will function, particularly in terms of the services and results you can expect to receive in return for what you're spending.

Don't hesitate to ask a new staffing partner for a detailed breakdown of the offerings they will provide during each phase of delivery. You should also request information about the pricing structure and make sure you're happy with payment terms.

You should be fully aligned with your HR company on issues such as who will take ownership of key functions like interviewing, onboarding and **training** staff. One of the best ways to achieve the clarity you need is by making sure that all your questions are answered and each party's responsibilities are outlined in detail in your contract.

# 5. do you have methods of demonstrating ROI?

Return on investment is the ultimate goal that drives decisions in many areas of business, including HR. It's vital to feel confident that the outcomes and benefits you receive from your partnership with an HR company justify the spend.

One of the best ways to gain this reassurance is by asking any potential partner to provide you with case studies, detailing the solutions they have delivered to past clients and the results they have generated. Ideally, these case studies should relate closely to your own business, perhaps focusing on other companies in your industry, or organisations facing similar challenges to your own.

This sort of information could be necessary if internal stakeholders within your firm are looking for evidence of potential ROI before committing to a new relationship with an HR solutions partner.

No matter which provider you ultimately select, it's imperative for you to fully understand what you're getting into, and what you should expect to get out of it, otherwise, the partnership is unlikely to be a success. But by keeping the five criteria outlined in this guide in mind as you evaluate different staffing partners, you'll be able to avoid surprises and achieve your business goals.



Contact us to start a conversation about your needs.

Randstad is the global leader in the hiring and HR services industry. By serving as a trusted human partner in today's technology-driven world of talent, we support people and organisations in realising their true potential.

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