

## Evolve enables Search Company Expansion



Integrated Workflow for Recruitment

Marcus Knightley, the technical sales search and selection agency in the construction industry has achieved a three-fold increase in size since adopting Evolve as their workflow system. Evolve, from Managed Service Provider FCP, has improved the efficiency of the recruiters, enabled the sharing of information, cut down administration time and, according to Director, Steve Winn, has been a cornerstone in helping them to win more business and grow their share of the construction market.

Marcus Knightley, based in Worth near Crawley, were a paper-based search company of six people, when the Directors realised that the lack of central database and electronic workflow was hampering their ability to handle more business and stopping them from growing. As a Search business, they were more concerned with client phone contact and soft skills than volumes of CVs, and at first they couldn't find an electronic system that would enable them to use their specific interview format and candidate registration forms. After dismissing office-based systems because of the upfront costs and their inflexibility in matching Search workflows, Winn found Evolve, an internet-based solution that offers total flexibility – and he says they've never looked back. "FCP's managed service means we don't have to worry about having in-house IT resource or the backing up or security of our data"

"FCP understood the drivers in our business from day one. Evolve is flexible enough to build your own templates, so they matched our paper workflow. Informed training helped our people overcome initial computer reservations. In two years we have gone from six consultants to 18. Evolve liberated us from the shackles of paper. A new person joining can be 'live' almost the moment they have a PC."



Steve Winn and Mitch Knight go paperless!

Winn explains that Evolve enables his people to spend more time doing what they are paid to do – talking to people on the phone. "With templates, letters, meeting confirmations and emails take a couple of clicks. Done. Back on the phone."

But perhaps most importantly, Winn says that Evolve has actually been a significant factor in the business growth. "Instant access to shared information has allowed us to cross-place people across divisions, say from HVAC to Lighting, and has resulted in a better service to our clients,

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improved placements for candidates and a significant increase in deals closed for us.”

So what of the future? Winn says business is buoyant and Evolve gives them a huge range of options. “With our business based on Evolve, there are no barriers. If we want to open another office elsewhere, Evolve enables us to do that. Even if it starts as someone working from home, they will have access to every candidate straight away via secure Internet access. We will continue to grow as long as the business is there and at the moment, we have no plans to slow down.”

Christine Fuller, Operations Director at FCP says Marcus Knightley’s experience is typical of many Search Companies: “They have often had bad experiences with office-based systems, which are not intuitive enough for their style of work. Once they have Evolve, all the barriers are gone and they can grow their business, confident that Evolve will expand with them.”

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