


**Kwik Fit FS
Case Study**



"9-20 absolutely set themselves
aside from their competition."

9-20's 'added value' underpins ongoing RPO partnership

Kwik-Fit Financial Services (KFFS) was launched in 1995, and since then has grown to become one of the UK's leading motor insurance intermediaries. The Uddingston based firm employs 850 staff, has been listed second for three successive years in the Sunday Times Top 100 Best Companies to work for in Scotland and won the Best Broker of the Year category at the British Insurer Awards.

Initially the company was looking to recruit three new Oracle development roles, and having recently parted with a number of long term suppliers after a series of unsuccessful campaigns, was also looking to appoint a sole recruitment partner.

KFFS inundated with inappropriate CVs

Previously KFFS had been inundated with inappropriate CV's from agencies that did not understand either the technical or cultural needs of the roles. Over a period of five months they had interviewed a total of twenty candidates, none of whom were suitable. A disastrous start to their recruitment plans.

Realising they needed to take a different approach Kwik Fit decided to contact 9-20 recruitment to see if they could help, having heard about the company's unique 'Recruitment Process Outsourcing' (RPO) service .



KFFS appoints 9-20's RPO as sole IT recruitment supplier

Since the initial Oracle team recruitment campaign 9-20 have successfully dealt with all Kwik Fit resource requirements since 2005, filling an average of 5-6 placements annually.

Critical to the agreement has been the establishment of several key stakeholder relationships which have allowed 9-20 to gain an understanding of each company manager and more importantly the characteristics and personality which they look for; providing new recruits with the best possible start and integration into the business.

Kwik Fit have also said that the use of 9-20's very own 'Firefish' software has played an integral role in the partnership, along with the free consultation and documentation received on several other company issues such as internal interviewing, re-structure management and salary reviews.

9-20 vital in Kwik Fit acquisitions and mergers

When Kwik fit bought Express Insurance 9-20 were then asked to help with the technology integration process and recruitment of a key manager in Birmingham. Not only did the company have to get to know and understand the new culture and company, but they also had to recruit on the knowledge of the technical architecture of Kwik Fit UK.

Express Insurance Managing Director Tony Way said of 9-20, *"Having used many recruitment consultants over the years, 9-20 absolutely set themselves aside from their competition. Their approach was extremely dynamic, proactive and efficient, managing to remove a large proportion of the hassles that one would typically associate with the recruitment process."*



Elaine Whitefoot – Director of IT

1 Masterton Way
Tannochside Business Park
Uddingston, G71 5PU
Tel: 44(0) 1698 817000



Financial Sector – Resourcing Solutions

4 Lymedoch Place
Glasgow, G3 6AB
info@9-20recruitment.com
Tel: 44(0) 141 331 4375



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