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The Business of Science®

To Whom it May Concern

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Mane Contract Services

In 2011, we were running >90 agency staff, through multiple agencies, using different pay dates, timesheets, and processes. It was inefficient and time consuming across many departments of the business.

We therefore ran a tender process to select one agency to be a Managed Service Provider, and appointed Mane Contract Services Ltd in August 2011.

Since then, we have benefited from many efficiency improvements at Plasma Technology:

- by agency staff who no longer need to create and communicate timesheets, as a result of moving to electronic versions;
- by hiring managers in recruiting contract staff, both in terms of speed and quality;
- by finance staff and line managers receiving and authorising multiple invoices;
- by the output of the production facility, in that the skills we have recruited are more reliably tested;
- by HR communicating with a single agency reducing multiple contacts and communications;

Since that time, we have been hugely impressed by the professionalism and responsiveness of the staff at Mane. Naturally, there have been issues during the changeover, but Mane have always supported us in defining and implementing a quick and satisfactory resolution. The second tier agencies are managed well, and we have weekly attendance by a dedicated account manager to address contractor queries, and Richard Thompson, Associate Director has, in particular, delivered all we could wish for in an agency.

On reflection, this is an activity I should have undertaken years ago – but I was nervous about the potential loss of access to the necessary local contract staff. I should not have been concerned – I have learnt to trust Richard's advice and my team, and the business, have benefited greatly.

I would be happy to discuss our experience with any prospective customer of Mane.

Yours sincerely

Helen Kirkcaldy
Human Resources Director

