



Fortis is an international provider of banking and insurance services to personal, business and institutional customers. Fortis ranks among Europe's top 20 financial institutions, with a market capitalisation of EUR 40 billion at year-end 2007. Together with recently acquired ABN AMRO, Fortis has a presence in over 50 countries and a workforce of more than 85,000. This makes Fortis a leader in financial services in Europe, a top 3 private banker and a top tier asset manager.

Case Study: Ulysses HR Services at Fortis Competence Centre External Staff

The client: Fortis Competence Centre External Staff

Fortis Competence Centre external staff is an internal entity that manages all external providers who offer services to Fortis. These services include specialised resources in ICT, Finance, Management, Insurance,...

Through its consultants, Ulysses Consulting has been involved in the development and the day-to-day operations of this Competence Centre since May 2007.

The Mission

- **Implement a qualitative screening** of candidates for open positions through CC External Staff.
- **Establish procedures** for a correct follow-up of each applicant.
- **Requirements analysis** for a CRM system to support selection, follow-up and management of all job applications and contract offers. (Development of the CRM system will be done by Fortis IT)
- **Recruitment** of external and internal resources **to expand the team** and further develop the Competence Centre.
- Establish the Competence Centre as HR Business Partner for all external staffing matters.

The Results

- The requested procedures have been designed and implemented.
- Initial staffing of the competence centre has been realized (among which 2 Ulysses HR Consultants).
- CRM system is in production.

The ROI

- Faster and better follow-up of offers for external consultants. **Recruitment cycle was reduced from 6 to 8 weeks to an average of 3 to 4 weeks.**
- A clear view of current market rates for consultants, which enables Fortis to negotiate the best possible deal on each new resource contract. **On average a 10% cost reduction on each newly negotiated contract.**
- Better support to the business in terms of selection procedures and contract negotiations. Internal clients can now call upon someone of the Competence Centre to intervene in case of difficulties.

Feedback by Philippe Leveau, Head of CC External Staff

On Vadim D., lead consultant (05/2007 - 02/2008)

I greatly appreciated Vadim's personal engagement to the project, his competences and result driven approach. He designed and implemented the qualitative screening process of candidates, which has been very useful for our Competence Centre.

On Iris R., senior HR consultant (05/2008 - ...)

Iris' function as "buyer new missions" is to take responsibility for all the commercial, financial and contractual elements of the Hiring process. During this mission, Iris has already proven to be a tenacious and ambitious negotiator, an independent worker and above all a good communicator.



Ulysses Consulting was founded in 1999 as Headhunter for the ICT sector. Since then Ulysses has gradually grown to a company with offices in Dilbeek (Brussels), Antwerp and Luxemburg. Since beginning 2008 Ulysses is also active in HR Consultancy.

Ulysses Consulting HR Services: Information and contact

Ulysses Consulting offers HR services on such issues like Recruitment, Career Planning, Competence Management, Training in Selection Methods, Strategic HR Management,...

For more information, you can visit our website on www.ulysses-consulting.com

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