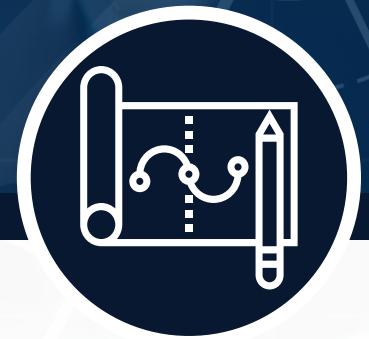




SERVICE DESIGN

At AGS, we believe Service Design is the ultimate key to unlocking value and improving the talent acquisition experience for all users – whether they be hiring managers or candidates. IGNITE Service Design brings the philosophy of putting the human back in HR. It ensures that HR transforms from a traditional, process-oriented model to a people-oriented model in which tailor-made solutions for employees become possible.



DESIGN THINKING @ WORK

Attract the best talent by offering the best employee experience.

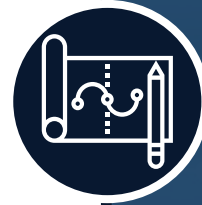
IGNITE Service Design is a process in which the our team focuses on creating optimal service experiences. Service design offers a perspective, method, and tool set that enables an organization to realize business ambitions in a way that improves its quality and the interactions between the service provider and its customers.

Annually, or as required, the Service Design team works with our programs to ensure they remain innovative and fresh using a variety of toolsets to understand and improve the experience.

KEY SERVICE FEATURES

AGS offers a range of design thinking services, which we combine with traditional process mapping, business case development and strategy advisement, to reinvent and digitally transform the talent acquisition experience. These solutions can be offered to recruitment teams, candidates, recent hires, and hiring managers.

- 1 UX Workshops & Recommendations** – Workshops using UX design thinking and techniques including empathy mapping, journey mapping and blue print designs. Map processes and user experience through the perspective of nominated user groups including new hires, hiring managers, key TA stakeholders, and recruiters
- 2 Interviews with Key Users** – Stakeholder interviews spending the time to understand their current experience and their expectations of the service
- 3 Service Review Workshops** – Workshops using UX design thinking and techniques including empathy mapping, journey mapping and blue print designs. Map processes and user experience through the perspective of nominated user groups including new hires, hiring managers, key TA stakeholders, and recruiters
- 4 UX Review Interviews** – Stakeholder interviews spending the time to understand their current experience and their expectations of the service
- 5 Sourcing Review** – Review of sourcing channels and effectiveness to reach target audiences. Review use of CRM, pipeline effectiveness and development of communities
- 6 Organizational Design** – Design optimal team structures to meet business objectives, such as: how organizational design meets the needs of key job families/segments; how the organizational design aligns to service hiring managers and candidates; supporting structures and how they support the onboarding processes
- 7 Sourcing Design** – Recommendations on the optimal sourcing design to meet the needs of the high priority job families
- 8 Service UX Design** – Use the findings of the UX workshops, develop a service blueprint of the service and the underlying resources and processes



OUR DIRECT BUSINESS IMPACT

In HR, a great service experience has potential to directly drive employee experience and shape HR's contribution to employees or candidate engagement with benefits of increased retention and workforce productivity. In a world where your employees and candidates are customers, great service experience translates into significant business value, in the form of increased retention rates and customer spend, and therefore higher margins.

- 95% of senior executives believe innovation is highly important or critical for digital transformation.
- Standard & Poor's 500 (S&P's 500) companies that have adapted their culture to a service design focus have seen a value increase of 211% in comparison to those that haven't.
- Results show that over the last 10 years design-led companies have maintained significant stock market advantage, outperforming the S&P by an extraordinary 228%. **Design Management Institute, Design Value Index*
- Three out of four people have spent more with a company because of a history of positive experiences.
- 85% of enterprise decision makers feel they have a timeframe of two years to make significant inroads on their digital transformation before suffering financially and/or falling behind their competitors.
- 55% of companies without an existing digital transformation program say the timeframe to adopt one is a year or less.

CLIENT TESTIMONIAL

When integrating service design into the standard human resource function, you can expect radical improvements in company culture coherence, more effective stakeholder management, empowering collaboration and empathy activation.

“ Whilst we engaged in a renewal of the QBE contract, I've been delighted with the support from our AGS IGNITE team at every step; from the partnership in the creation of the renewal strategy, the creation of the bespoke design thinking workshop, the delivery of the workshop (which was incredible to behold!) and finally the follow up support in creating the solution proposal. To get a service like this with such innovative thinking, quality advice and expert project management couldn't put us in a better place with this renewal. The client has been impressed. A big thank you to all involved. ”

– Alex Langford, Recruitment Manager for QBE

ABOUT US

Allegis Global Solutions (AGS), an Allegis Group company, is a leader in global talent solutions. We have reimagined the human work experience. Through decades of industry experience, and with services across 60+ countries we understand what it takes to consult, design and build successful workforce management solutions regardless of the workforce category.

Whether our customers require an MSP, RPO, Services Procurement (SOW), Freelance solutions or a combination of services either regionally or globally, AGS has the experience, state-of-the-art technology and sustained investments in innovation to ensure your workforce solutions will make your company better.

Contact us to discuss how AGS Consulting services can guide you on your digital transformation journey.

 **LEARN MORE AT**
www.allegisglobalsolutions.com