

# DATACOM



Manpower, global human resources giant, chooses  
Datacom as Australasian technology partner

**MANPOWER®**



## Manpower selects Datacom as its Australasian technology partner of choice

Manpower Services is one of the world's largest and most experienced recruitment firms, providing staffing solutions to customers of every size and industry in 68 countries globally.

The local subsidiary of this human resources giant, Manpower Services Australasia (Manpower), today delivers employment services to over 4,000 Australian and New Zealand businesses from 72 local offices and onsite locations.

In 2001, Manpower was looking to partner with a technology supplier that would successfully support its IT infrastructure and deliver solutions to consistently drive value for its customers across Australia and New Zealand.

*"Our success is due to the quality of our delivery model and our use of state of the art technology to raise productivity and provide cost-effective service to our customers. We see technology - and as part of that, our relationship with Datacom - as a key driver of Manpower's competitive advantage."*

Suzanne Kerslake, Director of Business Solutions and Services

## Trans-Tasman presence meets Manpower's needs

Suzanne Kerslake, Director of Business Solutions and Services for Manpower recalls, "I was introduced to Datacom by one of their business partners. There was a need to provide services not just across Australia but also to support our New Zealand operation."

"Initially, we invited Datacom to provide supplementary services and project work as required. We were impressed by their service delivery and so approached Datacom to consolidate our New Zealand server environment and relocate it to a Datacom data centre."

## Datacom assists Manpower in securing exclusive Defence Force Recruiting contract

When Manpower decided they would respond to the Australian Government's Defence Force Recruiting (DFR) tender for a robust human resources management solution to process defence force applicants and recruits nationally, they realised a strategic technology partnership would underpin the success of their bid.

Suzanne explains, "We worked on the DFR operational proposition for two years to understand the problems that needed to be resolved and work hard to understand their needs."

"When it became clear that we had a strong chance of winning the proposal, we asked Datacom whether they would partner with us. This required a great deal of trust and commitment from both parties as many of the parameters were unclear."

*"Datacom's services allow us cost-effective access to highly trained specialists, risk mitigation via improved disaster recovery and business continuity plans, enhanced ease-of-use and user experience, and improved network security."*

Suzanne Kerslake, Director of Business Solutions and Services

"It was June 2002 when Datacom was brought in to the bid. Only months later, we won the deal. Datacom's responsiveness was a key attribute to the over all delivery solution."



*"We needed a supplier who would constructively and proactively work with us through the variables in order to ensure that we delivered the end-goal. Datacom was asked to help us with developing an IT architecture and deployment strategy to address DFR's requirements."*  
Suzanne Kerlake, Director of Business Solutions and Services

#### Datacom and Manpower produce winning application

A key component of the winning DFR recruitment solution was the custom-designed web-based application now known as PowerForce.

The recruitment management platform deployed internally by Manpower is hosted by Datacom and enables DFR to track and process its recruits from their first point of contact through each step of the recruitment process including interviews, medical history checks and enlistment.

Bhaskar Vembu, Software Systems Architect for Manpower, explains, "We worked closely with Datacom to provide the overall technical solution for DFR."

"This included deploying multi-function units at branch sites to enable image scanning, printing, emailing and database merging capabilities, which allows DFR to effectively process candidates quickly and efficiently and that verifies application data."

In addition, "Nowadays Datacom supports the complete applications architecture, including the hybrid components – .net, ASP, SQL servers – at different DFR branches across Australia and in Datacom's data centre."

#### Delivering technical innovation on a grand scale

Suzanne comments, "Our solution for DFR has been a centre of attention for us globally. We see it as an example of technical innovation on a grand scale."

#### To support Manpower's agreement with DFR, Datacom has provided

- Design and deployment of IT infrastructure supporting a customised recruitment application, PowerForce
- Integration of multifunction units into the infrastructure to optimise the recruiting workflow
- Optimisation of web, database, email, and exchange server infrastructure
- Proposed provision of a consolidated server infrastructure
- ITIL process adoption

#### Manpower extends its network management capabilities to Datacom

In March 2004, Manpower made the decision to transfer its entire network management to Datacom.

Suzanne comments, "We were in a transitional state as we moved from a local network to a global network for the rest of the Manpower business and therefore we were unsure exactly the kind of outsourcing arrangement that would best suit our needs."

“Datacom was prepared to allow us time to consolidate our needs and take a staged approach to our transition. Today, across all our infrastructure-related projects, we choose Datacom as our partner of choice.”

Datacom is currently helping Manpower adopt a number of the company’s international directives, including a global WAN infrastructure upgrade.

*“Datacom has helped us deliver to DFR reduced hosting costs, intuitive load balancing with n+1 redundancies, scalable infrastructure to meet changing volumes, and a highly manageable solution at a central data centre.”*  
Suzanne Kerlake, Director of Business Solutions and Services

Trust and flexibility the basis of a partnership for now and the future

Suzanne explains, “Datacom’s flexibility was one of the areas we found most attractive. Dealing with an outsourcer that wants to do absolutely everything by the contract makes it very difficult to be fast and agile. Our contractual arrangement with Datacom is built on trust, not penalties – and it works extremely well.

“They consult us if there are service delivery issues to put the right actions in place to quickly address them. They pride themselves on their ability to consistently deliver a quality service.”

*“The strongest benefit Datacom provides - where others haven’t been able to - is the ability to work with us toward a technology solution, together. Datacom’s technology skills are strong, but it’s their approach, which makes our partnership work so successfully.”*  
Suzanne Kerlake, Director of Business Solutions and Services

### Services provided to Manpower

- First, second and third level technical help desk
- Standard operating environment technology refresh
- Enterprise-wide anti-virus rollout
- Currently consolidating A/NZ server infrastructure

Datacom is one of the largest Australasian-owned professional IT services companies, offering customers flexibility and choice, an open book approach to business and an IT focus second to none. With over 1,800 staff, Datacom services more than 2,000 clients including Microsoft, IBM, Manpower, GE, Medibank Private, Symantec and Sharp.

Established in Australia in 1992, Datacom’s capabilities include IT support and infrastructure management, corporate helpdesks, data centre hosting, application development, outbound marketing programs and inbound contact centre solutions.

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