



Specialists in the provision of SAP, Oracle and IT professionals globally.

# An introduction

Whitehall is an international specialist SAP and IT recruitment agency based in the UK with offices in Frankfurt and Dubai. Since our inception in 2007, we have established ourselves as the partner of choice for more than 800 of the world's leading companies.

We support businesses across the globe in sourcing the best niche-skilled professionals in the market. We succeed because we put candidates and clients at the centre of our delivery capability, supported by expert consultants who have deep market knowledge of their industry vertical. This approach means that we quickly understand our clients technical and organisational requirements and communicate them to candidates effectively, ensuring that we secure the best candidate for your role.



The people b  
exceptional p



# behind people



I have worked with Whitehall for many years across Europe, including numerous S/4 HANA programmes.

I have more than 13,000 SAP resources in my team, all of which are S/4 HANA working across 540 projects.

## **I will say three important things about the Whitehall team:**

1. If they can not find a resource, it probably means it does not exist. The Whitehall test is very strong for me
2. They do not over promise, and then under-deliver. They are very realistic and do not 'push too hard' they are very professional
3. They are very responsive and can find the correct resources all over Europe, particularly in S/4 HANA and niche SAP areas where other agencies often struggle

**David Lawson**

Head of SAP Centre of Excellence Europe, Capgemini

Preferred choice  
**500 SAP clients**,  
including one-third  
of the FTSE 100



## Partners for success

**We are justifiably proud of our client retention rate, which stands at 99.8%. For us, this figure represents what it means to be the best in our industry. It's something we regularly measure and share with our teams.**

Since our business launched in 2007, we've defied the economic downturns, delivering double-digit growth year on year. In response to our clients' needs, we've grown our capabilities in Oracle and IT recruitment. Committed sector specialist consultants

run each sector; our experts have a deep understanding of the requirements and can secure the right talent.

Today, Whitehall is not only a major niche recruiter with a multi-million-pound turnover; we're also one of the fastest-growing IT recruitment specialists in the country. We are always striving to improve, providing regular training for our consultants by top recruiters. We succeed because we put you and our candidates at the centre of everything we do.



# SAP recruitment

Today, we are recognised as one of the largest and best-known agencies in the world. We've got there by being experts and by talking fluent SAP with our clients and candidates.

With years of experience in the field, plus our extensive CV database and long-standing relationships with candidates, we have developed a marketplace for SAP talent. Candidates know us, trust us and respect us. As one put it:

*“When I get a phone call from Whitehall, I immediately think it'll be of interest.”*

We recruit for contract, fixed-term and permanent positions, each with its own specialist team. This means we quickly understand our clients' technical requirements and communicate these to candidates effectively, ensuring we match the candidates as closely as possible to the role.

You can be assured that your requirements will be managed by an expert in your sector, working within the most trusted and respected company in the market.

## Our SAP specialist verticals



Customer  
Experience



IoT and Digital  
Supply Chain



Digital  
Platforms



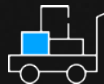
ERP and  
Digital Core



Finance



Analytics



Procurement  
and networks



People  
Engagement

We are the  
preferred choice to  
**over 300** IT clients

# IT recruitment

All organisations need additional IT skills that aren't necessarily SAP focused. Our dedicated IT Team find these candidates, so you only need to make one call for all your IT recruitment needs.

Whitehall recruits IT professionals for over 800 of the world's leading companies. We've applied the same principles that have made us successful in other divisions to ensure we deliver the highest quality candidates and contract management services. As a result, the vast majority of our clients have remained loyal to us for many years.

We understand that clients want to partner with the best recruitment specialists without the cost, administration and associated problems with multiple suppliers. They need a company that can deliver to their niche ERP needs and supply general IT candidates.

Whitehall is structured into specialised teams by sector, and all of our clients can use the specialist IT recruitment team alongside their SAP consultants.

## Our IT specialist verticals



Software  
Development



Search Engine  
Optimisation



ERP &  
Digital Core



Change &  
Transformation



Senior IT  
Appointments



Security  
& Risk



Data, BI &  
Warehousing



Infrastructure  
Management



We've utilised Whitehall for several years to help attract and recruit highly qualified SAP consulting resources in projects across a dozen European countries.

Whitehall has always provided the utmost service and **professionalism**, and most importantly, they deliver some of the best consultants I've worked with.

IT Director, Portfolio Management - Americas

# Global people solutions

**Whitehall's International Team was formed in response to the increasingly global outlook of specialist SAP professionals and companies. Without experts speaking twelve languages and placing candidates worldwide, we offer a complete International solution for your SAP and IT needs.**

Our International Team draws upon all of Whitehall's specialist sector resources, delivering global insight into our knowledge base. The International Team works for clients who want access to local, in-country talent and

subject matter experts who've earned strong reputations internationally.

Our offices in the UK, Germany and UAE reflect our multilingual websites reflect our global delivery capability. In addition, we have a strong footprint across Europe and beyond, most notably as the largest SAP recruiter to the Middle East. So whether you need one highly talented individual or a global recruitment solution, we have the expertise and resources to search and recruit worldwide.





Whitehall regularly secures more than 85% of the roles given. Their experience and knowledge of the SAP, Oracle, and broader IT market has provided **insight and skill** in securing the right resource for our teams.

Capgemini has a strong and successful working relationship with Whitehall on contract and permanent recruitment. Their flexibility and willingness to **go the extra mile** have assisted Capgemini with challenging client negotiations. I highly recommend them.

Head of Flexible Resourcing, Capgemini UK

## Market insight

**Whitehall goes well beyond the needs of the recruitment process. We provide extra value to clients in helping them define requirements, lever our strong candidate relationships, give insight into the current market for the skills you need and reduce your risks through contractor management services.**

### Bespoke reporting

We've developed efficient administration and reporting systems that supply our clients with a standard suite of KPI reporting. In addition, reporting can be tailored to your needs to measure performance events every step of the way. What's more, our CRM systems are painstakingly referenced and searchable, well beyond a general candidate skills search, informing us when best-matched contractors are next available.

### Specialist support

We deliver our services through Account Managers with whom you'll develop strong working relationships. Our consultants are supported by a dedicated Operations Team working on a best-of-breed CRM platform, enabling them to remain focused on their candidates and clients.

### Market experts

Our consultants share market knowledge, keeping us aware of projects in progress and those that haven't started yet. As a result, we know which skills are in short supply and which are abundant, enabling our clients to tailor their offer to be as competitive as it needs to be.





We are proud  
to be **one of**  
**two** suppliers  
to SAP UK

## Skilled Consultants

**Whitehall attracts the very best career-minded consultants. But, whatever their background, we ensure they have one thing in common: the drive to succeed in an increasingly competitive job market.**

They join well-led, experienced teams and we invest in their continued personal development. Working within teams, consultants soon develop expert technical and market knowledge. As a result, our consultants confidently define requirements accurately with clients and can talk confidently to candidates. In this way, we have many well-known and respected consultants in various sectors.

Consultants at Whitehall always work proactively to develop their relationships and referral networks, as well as mining our vast candidate pool of professionals. Researching online and on the phone, they're constantly thinking ahead to ensure they connect with the best people in your sector well before you need them.

We're often required to find candidates quickly. Therefore, we always offer the CVs of three qualified candidates we know you'll want to interview; we appreciate that time is valuable and always provide quality over quantity.



# Traditional values, modern approach

**We take pride in forming strong relationships built on trust and shared knowledge. As a result, we have an enviable network of consultants across the UK, Europe, the Middle East and the US, leading to more than 42% of candidates arriving via referral.**

Our website is continuously evolving to make the job search and application process straightforward and fast. Additionally, we continue to invest in producing industry-specific content and market insights to keep candidates better informed and engaged. Subsequently, we lead search engine results pages in our core disciplines, attracting more than 14,000 job seekers to our website every month. However, our online efforts don't stop there; we utilise Broadbean consolidated advert posting across all leading job boards to give roles maximum visibility. Moreover, SourceBreaker allows us to consolidate searches across leading CV databases.

With more than 79% of job seekers using social media in their job search, the importance of social media in the recruitment process is no longer up for question. We have a strong presence across all major social media platforms, with more than 24,000 actively engaged followers and an extended network of more than 148,000 SAP and IT professionals. Additionally, we utilise full LinkedIn recruiter licenses to add to our ever-growing network.

Our approach combines the best of the old with the best of the new. Traditional values of quality and knowledge are coupled with the best of breed social and technological learning tools to ensure we remain at the top of our specialist markets.



At Capgemini, we rely on our resourcing partners to deliver **exceptional resources** to fulfil a multitude of disciplines, industry verticals and locations. Quality and response times are essential. Whitehall has been a highly valued partner to us, assisting our delivery capability over many years to **great success**.

Vice President, Capgemini UK

## Case study

**Capgemini is a world-leading management consulting, outsourcing, and professional services company that delivers global SAP projects to private, public, and local and central government organisations.**

Capgemini had difficulty recruiting a specialist SAP Developer for a major utilities client. They needed to find an SAP IS-Utilities Device Management ABAP Developer to handle a 6-month contract with one of the UK's top utility companies. Of course, Capgemini sought the person most well-suited and qualified for the role.

Due to the specialist nature of the role, it was challenging to fill. Whilst searching through their existing supply chain, Capgemini could not find a developer with the right mix of technical skills, availability or cost.

Capgemini recognised Whitehall's specialist capability and engaged with us to assist on this specific job role requirement on a trial basis. We immediately provided them with a shortlist of three suitable, qualified candidates. From personal knowledge and experience, we could guarantee they were 'proven' candidates with the right skills for the role.

Capgemini interviewed two presented candidates, one of which was given an offer and accepted the position. This candidate remained on the project for 18 months following an initial six-month engagement. Capgemini was delighted with the result and was keen to work with us further.

As a result, we are now registered as a top tier SAP supplier across Europe and have made over one thousand contracts and permanent engagements across three continents in 5 years.

Whitehall supports their projects and provides SAP contracts and permanent staff throughout the UK to their full range of clients across various industries. At the end of our initial 2-year contract with Capgemini, we were awarded a further 2-year contract. This has since been repeated. We believe this is due to our ambition to add value and consistently improve.

We achieve this by tracking our performance with Capgemini against our pre-agreed service level agreements and KPIs. As well as this, we use precise ratios to measure the quality of our recruitment match and selection, early leavers and contract extensions. We also continuously monitor our trends, embedded actions and initiatives to develop staff performance where necessary.

In addition, we have worked closely with Capgemini to innovate and improve processes throughout each contract successfully. Through our Subject Matter Experts and SAP Contractors, we have implemented programmes such as salary benchmarking, management of hours and overtime and technical advice.

# Contractor Passthrough Services

We launched our Contractor Passthrough Service in 2013 in response to growing demand from our clients. They wanted a service that reduced the time, resources and spend required to manage their contractor base.

We tackle the challenges of unfavourable terms and unapproved vendors and can engage and onboard contractors on your behalf, helping you do what you do best. Hundreds of contractors have been managed through our passthrough service across the UK, Germany, Sweden, Denmark, Norway, Poland, Slovakia, Czech Republic and Saudi Arabia.

We have a dedicated Contractor Passthrough team and have been trading for since 2007. During that time, we have built a business recognised by The Sunday Times Best Companies to Work For and have grown to over £91.5m turnover.

We have the processes, governance, systems, and scalability to deliver against your contractor needs, offering a personal, people-focused, solution-orientated service.



We wanted to align contracts through a third party, so we had less risk through the use of direct contractors, reduced administration, and a **trusted** single point of contact. Whitehall provided a competitive margin, a single resourcing agent with **in-depth knowledge** of our market, and a streamlined approach.

Financial Controller, Group IT, TUI

Our clients include the Home Office, HMRC, the Ministry of Defence and various local authorities and police forces - we can't afford to make mistakes. However, having been audited by several clients that we supply into security cleared environments, we have consistently scored 100%.

Businesses must be able to adapt to changes in legislation to remain compliant. We can provide advice and guidance on upcoming changes such as co-employment risk, IR35, off-payroll, the criminal finance act and AWR. Additionally, we provide access to workshops the latest on legislative changes and hold sessions with our clients to help you better understand them and their impact and formulate a plan to minimise disruption and risk.

We have solid policies and procedures to ensure that we remain compliant from onboarding contractors right through to off-boarding. In addition, we pay all contractors on time, every time, and without fuss.

## At a glance



### Security

Indemnity from  
IR35/AWR/Opt-out issues



### Day to day

We manage all off-  
boarding, performance and  
behavioural issues.



### Compliance

We ensure compliance of all  
documentation, references  
and checks



### Dedicated

We proactively manage  
extensions, updating  
you and the contractor  
throughout.



### Inclusive

All on-boarding  
requirements conducted are  
inclusive to the overall cosat



### Efficiency

All contractors are paid on  
time and without fuss

# We tailor our service to meet your finance, compliance and administrative objectives

**We know how important it is to listen to our contractors and our clients. This is why we utilise client surveys, consultant to contractors calls and face to face meetings to gather feedback. We use this data to ensure our processes and customer services continues to be as effective and helpful as possible.**

We can transition incumbent contractors and suppliers to reduce risk and improve service. We manage contact with a plan to minimise disruption to business for essential resources but replace and migrate others at agreed junctions to clean up your contractor and supplier ledgers.

We engage contractors as our own, and you benefit from a service improvement, with happier contractors who are paid more frequently. In addition, we manage your extensions proactively and communicate them effectively.

Our service saves you on admin, and we act as a buffer for any issue or problem resolutions. As a result, you have peace of mind knowing that we provide indemnity against any co-employment risk and potential upward tax liability.

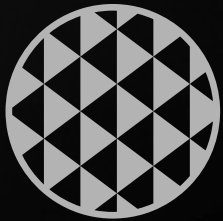
# Our **DNA** shapes our approach

Our values are the **DNA** of our business, shaping our culture and defining our approach. Our mission is to work with honesty and integrity to exceed expectations. We are passionate about achieving excellence through obtaining and deploying industry-leading market intelligence and expertise, always striving to deliver solutions that add real value to our specialist markets.

Everything we do is centred around our clients, candidates, colleagues and community - the four pillars to our business. We succeed when each of our pillars are enriched through our collective endeavours.



## Our Core Pillars



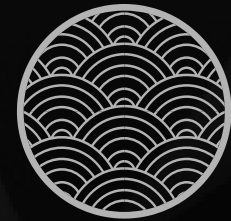
**Clients**



**Candidates**

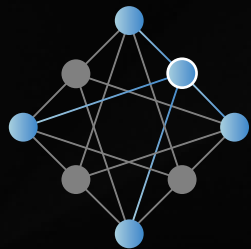


**Colleagues**



**Community**

## Our Values



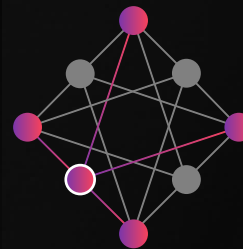
**Honesty**

We are straightforward, honest and transparent in everything that we do.



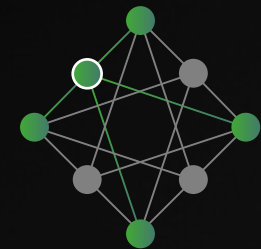
**Integrity**

We conduct ourselves with the utmost integrity, helping us to make decisions from both the head and the heart.



**Passion**

When you truly care about what you do and give it your all, the opportunities are endless.



**Expert**

We embrace knowledge and sharing, enabling every member of our team to achieve an unparalleled level of delivery.





# Our enviromental contribution

In 2016 we opened our purpose-built head office in Colchester, which was designed in accordance with environmental guidelines for efficiency and low impact. We are actively developing plans to thoroughly assess the carbon and environmental impact of the business to ensure we are net zero by 2025 and climate positive by 2027.

# Diversity and Inclusion

We work closely with our clients to support their diversity and inclusion recruitment initiatives by providing advice and solutions that achieve their stated outcome. In addition, our D&I champions work internally and externally to continue to challenge the levels we achieve by identifying areas for further improvement and influencing our deploy strategies.

“

Having a successful and forward-thinking main sponsor has had an incredibly positive impact on the club. Whitehall supports us to provide **fantastic facilities** to the local community. Including funding the audiovisual and IT technology in our new £4.5m clubhouse. We are truly grateful for their ongoing support.

Karl O'Brien, Chairman

# Investing in our community

We are ambassadors of our community, investing in local organisations, sourcing business services locally and raising money for charity.

Our involvement in the local community is important to us and our people. We have been the main sponsor of the Colchester Rugby Club since 2013; more than 600 juniors take part in the various activities and events at the club each week.

Our charity committee leads fundraising efforts a group of employees who volunteer to plan and conduct projects internally as well as within the community.



**Proud** main sponsors of Colchester Rugby Club



# Useful Contacts

When you choose to partner with us, we represent you: your brand, ambition, and values - we take that responsibility seriously. Our objective is to understand you, your requirements, and your project to identify the perfect match. The more we invest in our partners, and they invest in us, the more successful we will both be.

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## **United Kingdom**

350 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9AT

**T: +44 (0)1206 212101**

**E: [recruitment@whitehallresources.co.uk](mailto:recruitment@whitehallresources.co.uk)**

## **Germany**

Neue Rothofstr. 13-19  
Frankfurt  
60313

**T: +49 (0)69 967 58388**

**E: [recruitment@whitehallresources.com](mailto:recruitment@whitehallresources.com)**

## **United Arab Emirates**

GO3  
Block 11  
Dubai Knowledge Park  
Dubai

**T: +971 800 032 0928**

**E: [recruitment@whitehallresources.com](mailto:recruitment@whitehallresources.com)**

## **USA**

**T: +1 412 947 7271**

**E: [recruitment@whitehallresources.com](mailto:recruitment@whitehallresources.com)**







# Whitehall

The People Behind Exceptional People  
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