

# Flexible Engineering Workforce Solution.

A guide to help companies understand the benefits  
of a Flexible Workforce Solution for their business



# Overview.

An organisation's ability to scale its workforce and secure specialised talent when and where needed, is critical in the ever-evolving skills market.

To achieve this, organisations are increasingly looking to outsourced partnerships as a way of delivering their strategic objectives against unforeseeable challenges such as spike in growth, quick need for highly-skilled labor, and a partnership will dramatically reduce the time taken to onboard specialist personnel.

This trend is set to continue, with many analysts indicating that as much as 50% of a company's engineering workforce will be freelance employees by 2025. But of course, this is easier said than done.

Here are a few of the common challenges we hear from Engineering Directors and Maintenance Managers:



"When permanent Engineering staff leaves it can take months to hire a decent replacement, which puts huge pressure on existing teams and maintenance schedules"

"We run a lean workforce already in Maintenance, if we suffer an absence it can dramatically impact our ability to support production and minimise downtime"

"It is crucial for our business to deliver this project and resource is our major concern - our current teams are already at capacity"

"I simply don't have enough staff to support a critical machine upgrade and using the OEM's own Engineers is not cost-effective"

"It's critical I have four Engineers on every shift. If someone calls in sick just before a shift I'm forced to shut a line down for that shift"

"Fluid seasonal demands mean our additional resourcing needs change almost daily. Our permanent staff are already committed to shifts and unable to work the extra hours needed"

# There's a different future.

**"Flexibility** is the future of the Engineering workforce"

If these problems sound familiar, you are not alone. The good news is, we can help.

INNOVATE provides solutions that are tailored to the challenges your organisation faces, which will help you to gain control, whilst creating efficiency and visibility.

By using our Flexible Engineering Workforce Solution, you can benefit from;

- Saved resource time spent trying to source engineers, often reactive. This gives you back massive amounts of time to focus on your business goals
- The ability to scale up (or down) when needed, quickly, easily and efficiently
- A more engaged workforce due to reduced stress, staff shortages and continued progress of plan
- A dedicated nationwide retained pool of over 200 skilled and experienced Engineers many from complex FMCG, Food manufacturing and distribution environments, ready to support your business day and night.
- A completely flexible engineering support resource. See us as an extension of your Engineering team that you can scale up and down as your business needs change.
- Same-day Engineer availability, perfect to cover staff sickness, urgent breakdowns and the inevitable unforeseen Engineering jobs which require a second (or third, or fourth) pair of hands.
- Specialist teams to support seasonal peaks, deliver critical projects, cover absenteeism and holidays.
- The expertise of a dedicated relationship management team who will work closely with you and other key stakeholders within your organization to give you the support you need.
- Long-term, ongoing engineering support to add stability to your business during demanding times
- Completely transparent costs, you only pay for the engineer hours worked

# Case studies.

INNOVATE's continued investment and development of its Flexible Workforce Solutions has resulted in long term partnerships and an account retention rate of 100%.

## AMAZON

Due to unprecedented growth in online retail and the rapid expansion of Amazon's Fulfillment and Distribution Centre network, Amazon was unable to hire sufficient numbers of skilled Engineering staff fast enough to service and maintain major automated material handling equipment, sortation and conveyor systems - leaving sites critically understaffed and facing major engineering challenges. Crucially, 45 newly opened Amazon Distribution Centres spread across the UK and Ireland had no site-based Engineering staff to support live production operations, posing a significant risk of downtime impacting next-day delivery operations. In just 3 weeks we had successfully created and delivered a bespoke Flexible Engineering Workforce Solution which included recruiting and onboarding an over 200+ skilled and experienced Shift Maintenance Engineers, deployed between all 45 Distribution Centres across the UK & Ireland. In addition to this core nucleus of site-based Engineers, we also created a supplementary unique flexible engineering workforce solution of an additional 100+ Engineers, enabling Amazon to quickly and easily scale-up/down headcount to meet the demands of PEAK seasonal volume increases and additional staffing needs at other Amazon facilities. We successfully achieved all objectives and Amazon UK subsequently enjoyed the most successful trading period and highest Engineering performance to date.

## COVEYA

Despite experiencing a huge uplift in servicing, maintenance, PPM and breakdown work requests, a leading regionally-focused manufacturer of automated conveyor systems and material handling equipment were failing to deliver on their after-sales commitments to their existing and expanding national customer base, constantly failing SLA's, frequently missing scheduled maintenance visits and often taking up to 7 days to attend breakdowns. The problem resulted from having a small team of Installation & Field Service Engineers based locally to the company's site and already at maximum capacity with existing customers. Our client knew they had to expand their existing Installation & Field Service capability to cope with demand but was hesitant to make the investment in hiring additional permanent Field Engineers should this increase in work volume drop off. As a direct result of INNOVATE'S partnership with the client and using our Flexible Engineering Work-force solution, we have deployed our Engineers and enabled our client to achieve 100% of their servicing, maintenance, PPM and breakdown SLA's, successfully complete complex conveyor system installations with new clients across the UK and confidently further extend their after-sales service offerings to clients in remote regions. All without having to increase their permanent headcount cost.





# Our expert team.

Here are some of the friendly, dedicated professionals who shape and deliver our Flexible Engineering Workforce Solutions.



**Russell Lambert**  
Managing Director

My role is to ensure we continuously challenge ourselves to do better and evolve our Client Solutions. As a member of the Management Board, I ensure our solutions are given the appropriate visibility, investment and support at an Executive level.



**Nick Shepherd**  
Client Relationship Manager

My role at Innovate is to head up our Client Solutions team, responsible for all of our Flexible Workforce, Permanent and 'Total Workforce' partnerships. I am responsible for engraining an industry-leading methodology and driving our client-advocacy levels to an exceptional standard.



**Shaun Martin**  
Flexible Workforce Expert

As a Flexible Workforce Expert, my role is to ensure we exceed every expectation of our clients and candidates. I am responsible for rapidly recruiting and deploying specialist teams of engineers to enable our clients to achieve their objectives and cont.



**Kierah Rathborn**  
Flexible Workforce Expert

My role as a Flexible Workforce Expert, is to look after all the operational aspects of the Flexible Workforce Solution. I am there to ensure the successful ongoing delivery of all key elements in this document and with collaboration at the heart of everything we do.



**Craig Boxall**  
Flexible Workforce Expert

As a Flexible Workforce Expert, my role is to build strong partnerships with our clients and candidates and to develop continuous improvement initiatives for the Flexible Workforce Solution. I help ensure the client highly values our service, and we continuously evolve to meet their needs.

# Get in touch

If you would like to learn more about our specialist Engineering talent solutions, please get in touch.

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