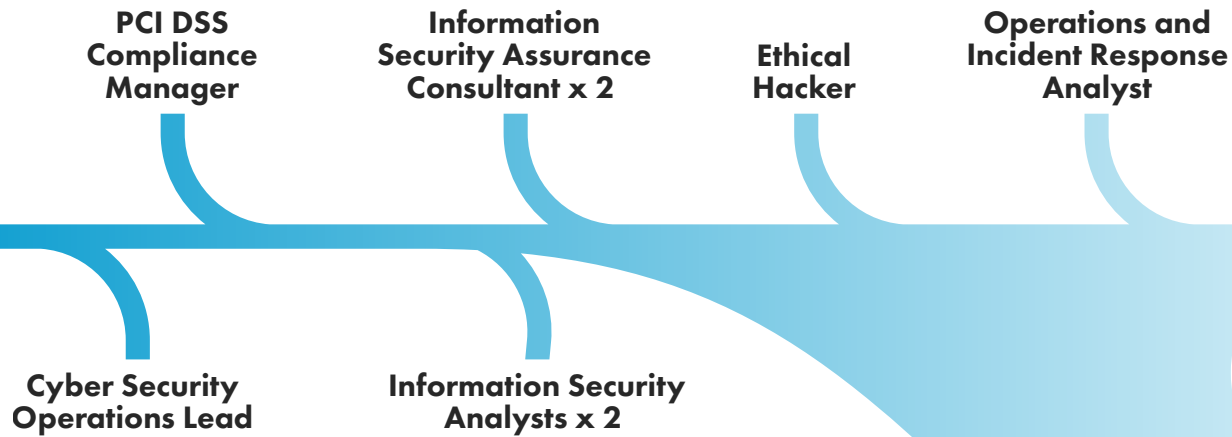


Case Study - Marks & Spencer

MARKS &
SPENCER



“ViaResource are the ‘go-to’ specialists - other larger recruitment firms just don’t have the depth or expertise”

Lee Barney, Head of Information Security

Background

Marks & Spencer ‘M&S’ is an international, multi-channel retailer.

M&S wanted to bring all of their Information Security function in-house rather than using outsourced providers.

A mandate was put out for 17 candidates with a tight deadline.



via resource www.viaresource.com

“ **ViaResource are the only recruiter who have direct access to my diary - that's how much I trust their judgement in pre-screening candidates for me** ”

Lee Barney, Head of Information Security

MARKS &
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Challenges:

- **Build an Information Security Team from scratch**
- **Conform to a challenging timetable**
- **Liaise with other suppliers to ensure a smooth transition**

ViaResource say:

We have been working with Lee since 2013.

Expanding the Information Security team was a top priority for Lee at M&S, and a challenge for **ViaResource** given the extremely tight timescale demanded (under 3 months).

We were approached on behalf of M&S as the result of our expertise in Information Security Recruitment and our extensive database of contacts.

To date, **ViaResource** has placed 8 candidates out of the 14 positions which have already been filled.

M&S say:

Specialist jobs require specialist recruiters

Other recruitment agencies tend to be 'Jack of all trades, master of none'.

ViaResource are the opposite - they are masters of recruitment in Information Security.

This is critical when it comes to sourcing specific jobs - for example, if I require a **Penetration Tester**, then I expect the recruiter to understand exactly what I mean and to present me with suitable candidates. However, it's surprising how often this proves beyond them!

ViaResource actively monitor pools of talent and have access to a wider range of candidates than other recruiters.

“ViaResource are flexible and always available when I need to speak to them”

Tor, the CEO, has a **thick enough skin** to deal with any criticism that might come his way!

We have a very good working relationship and I trust his judgement, so much so that he is the **only recruiter** who is allowed to book interviews for candidates in my diary.

It's not necessarily all about CV's with me - it's knowing that somebody can do the job required. That requires the recruiter to have that **extra level of knowledge** in respect of the candidates they put forward.

Co-operation is essential

Working alongside a variety of suppliers to **tight timetables** demands flexibility and co-operation.

I use **ViaResource** because they can deliver - it's as simple as that.

“ **I'm impatient - I need to get things done quickly and don't have time to waste on extensive briefings.** ”

ViaResource understand this and deliver accordingly ”

Lee Barney, Head of Information Security