



“I can focus on my main role and responsibilities while the documentation and onboarding are being handled by the CXC Team.”

Manager, Jeppesen

### At a glance

#### Challenge

Jeppesen faced challenges implementing a direct sourcing strategy in Poland, including multi-location coordination, manager experience enhancement, compliance with taxation and local legislation, and establishing a strong employer brand in a competitive market.

#### Company

Jeppesen is dedicated to serving the global defence, space, and aviation sectors, catering to customers from various markets, regardless of the original equipment manufacturer. They offer engineering, digital analytics, supply chain, and training support for both government and commercial services, ensuring the safety of passengers and nations.

- **Industry**  
Defence, Space and Aviation
- **Company size**  
3,200 employees
- **Headquarters**  
Inverness, Colorado, USA
- **Founding year**  
1934

#### Solution

Partnering with CXC, we implemented a successful direct sourcing strategy, complete with targeted branding efforts, for Global Navigation Services (GNS) department in Poland.

#### Results

With strategic solutions and CXC's support, Jeppesen established an efficient direct sourcing strategy, achieved swift talent acquisition for assessment centres, maintained compliance with labour laws, and enhanced their employer brand visibility in the competitive Polish market.

### Challenge

Our client, Jeppesen's Global Navigation Services (GNS) department, required an implementation of a direct sourcing strategy for GNS in Poland. They aimed to enhance their recruitment process, attract top talent, and establish a strong employer brand in the competitive Polish market. However, four obstacles stood in the way:

#### Multi-location coordination

Coordinating and executing recruitment and assessment centre programs across multiple locations posed complexities for standardised processes and candidate experiences.

#### Employer brand visibility

Establishing a strong employer brand in the Polish market called for targeted branding efforts to attract top talent effectively.

#### Manager experience enhancement

Improving the manager experience required a user-friendly one-stop shop solution to streamline interactions and simplify decision-making.

#### Compliance with taxation and local legislation

Navigating diverse tax and labour laws in multiple countries demanded compliance to avoid legal risks during talent acquisition.



## Our Solution

Following a successful MSP programme launch in February 2019, Jeppesen outsourced their GNS departments' full recruitment and assessment centre programme in Poland to CXC. The solutions implemented included:

### Direct sourcing

CXC developed a custom branded direct sourcing strategy, enhancing candidate attraction and building GNS' employer brand in the Polish market.

### Beeline Vendor Management System (VMS) management

CXC managed the client's Beeline VMS for both supplier and direct recruitment, streamlining onboarding, invoicing, and payroll processes.

### Supply chain management

CXC effectively managed the supply chain across all the client's locations, optimising efficiency and coordination.

### Streamlined onboarding

CXC streamlined onboarding activities, ensuring smooth completion of Blue Package, HireRight Background Screening, and Boeing Electronic Messaging System ID (BEMSID) processes for new hires.

### Talent pool technologies

Using talent pool technologies, such as Elevate Direct, to efficiently manage and access potential candidates.








### Confluence intranet page

A dedicated intranet page was created between Jeppesen's extension in Sweden and CXC, facilitating day-to-day contractor management and providing essential guidance.

## Results

The implementation of CXC's direct sourcing model for Jeppesen's GNS department in Poland in 2019 yielded remarkable results and set the stage for broader expansion. The success of the model led to discussions with other client locations outside Poland to adopt a similar strategy, while solutions for other subsidiaries were already in progress for go-live in 2020 across EMEA and APAC regions.

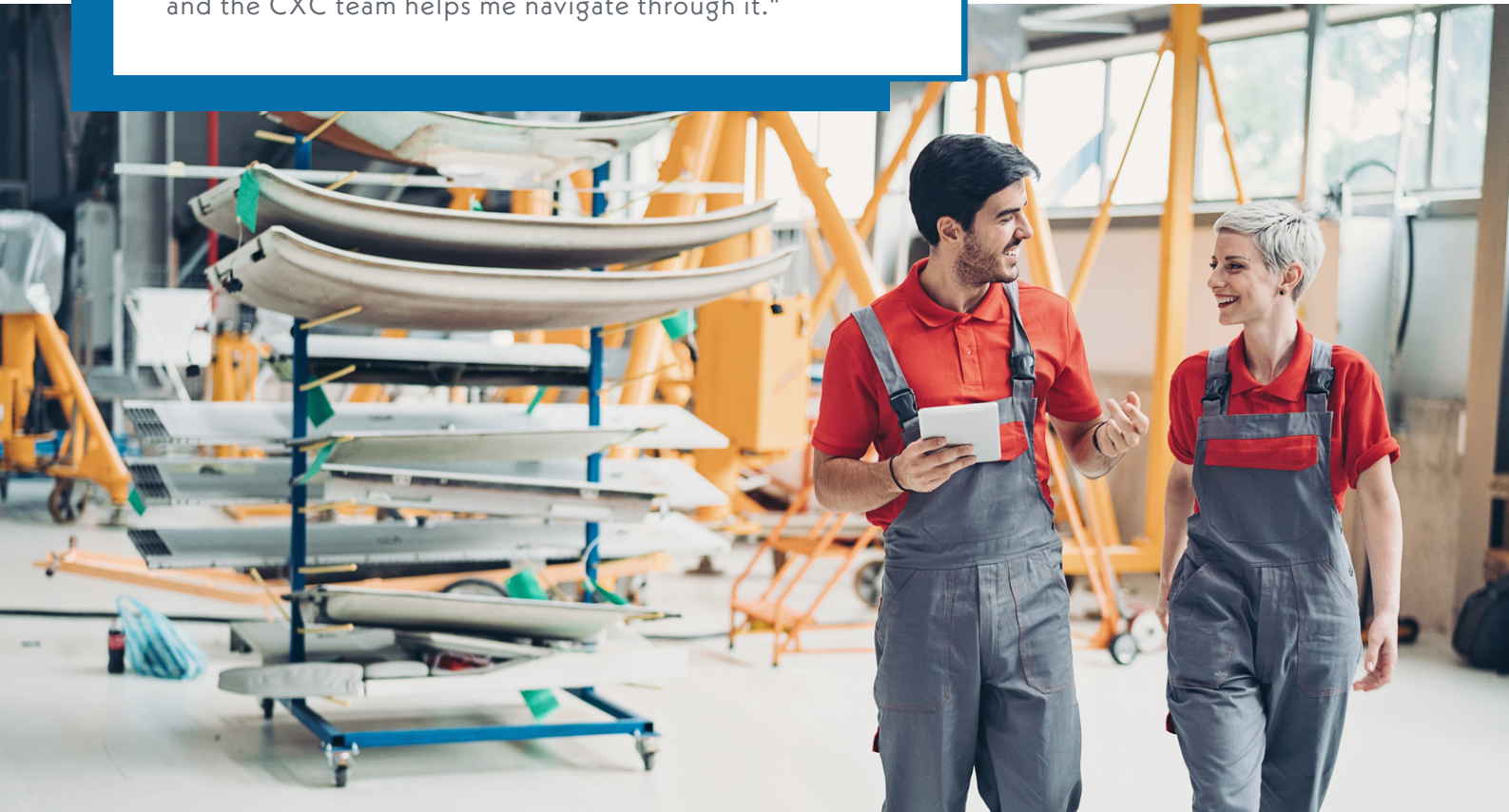
With CXC's support, the client achieved:

-  Full compliance with taxation and local legislation, and increased employer brand visibility in the competitive Polish market.
-  Successful implementation of the direct sourcing model, resulting in 95 directly sourced hires, with 75% converted to permanent contracts.
-  Recruitment process experienced significant improvements, streamlining interactions, and simplifying decision-making, leading to enhanced manager experiences.
-  Quarterly executive business reviews, CXC provided data-driven insights, fostering ongoing improvement and program enhancement.
-  Efficient invoicing, successful team hiring, and diligent management of contingent workers further demonstrating the value of strategic collaboration.
-  Timely and accurate payments to GNS workers, ensuring worker satisfaction and compliance with labour laws.
-  Efficient talent acquisition through an enhanced screening process.



Worker

"I love the help and assistance CXC is providing me as a worker. I appreciate their kindness and positive attitude in every communication. They are highly accessible and responsive. For more complex cases, I can always turn to the local specialist working with me on-site, who is familiar with the local peculiarities. The information package I received during my onboarding is extensive, and the CXC team helps me navigate through it."



## What's the next step for you?

Contact us today to elevate your staffing strategy and achieve success in the competitive talent landscape.

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