



Agenda Nominated for Customer Service Award

One of Agenda's global pharmaceutical clients has nominated Agenda Resource Management for the prestigious National SOCAP (Society of Consumer Affairs Professionals) Award for Innovation in Customer Service.

This nomination marks the culmination of a long-term collaboration between the client and Agenda to make the provision of pre-employment screening data to Agenda as simple as possible for the client's Human Resources team.

The award nomination recognises the value added to the candidate pre-employment screening process by Agenda's innovative and time-saving Candidate Input System (CIS) and the benefits that this bespoke Internet-based tool has brought to the client's HR function.

Commenting on the success of CIS, the client's Director of Security said: "We have been delighted with the CIS process. It is easy to use, secure and candidate –friendly, which is very important as these are our future employees. Throughout the project Agenda kept us in the loop and met at our sites throughout the process at regular intervals to present the options and to seek input. The project team has been responsive and incorporated many of the suggestions into the processes and forms. With the number of candidates going through our HR team it is a real boost to have this system in place. It saves 30 minutes per candidate, reduces the need to chase candidates for information and cuts out the manual chore of having to fax documents through to Agenda. What we have in place now is a class leading screening process."

Paul Sanders, Managing Director of Agenda, said: "Having seen how the CIS works close up I have nothing but admiration for the project team and great thanks also go to the client for their invaluable input. I believe that the CIS is unique and whilst we will not rest on our laurels I believe that the whole team and all of the stakeholders should take a moment to take stock, to reflect and be congratulated on a job well done!"