



VERYHR

**MAINTAINING
HIGH EMPLOYEE
ENGAGEMENT
THROUGH A
PERIOD OF
CHANGE**

CASE STUDY

[24]7

As the name suggests, [24]7 provides round the clock business support services to businesses. These services range from IT and hi-tech telecoms solutions to services that help businesses with their digital marketing, physical and virtual locations as well as how to finance it.

[24]7

**JULIE IS SUPER RESPONSIVE AND EXTREMELY HELPFUL. SHE UNDERSTANDS LABOR AND HR POLICIES FOR A WIDE VARIETY OF COUNTRIES AND WORKS TO GET THINGS DONE. SHE'S BEEN AN EXCELLENT RESOURCE TO ME AND MY COMPANY AND A PLEASURE TO WORK WITH - EVEN WHEN IT'S 1AM FOR HER!
- KEVIN PAYNE, VICE PRESIDENT OF MARKETING, [24]7**

THE CHALLENGE

When VeryHR began working with 24/7 back in 2013, the London office had recently hired a new General Manager with the aim of growing the business in the UK. However, at that point, the office had just 6 employees and almost no HR structure.

VeryHR was hired to provide a full suite of outsourced HR services, supporting not only from an admin perspective but also to coach, advise and lead the business in terms of how to integrate into the UK market in order to achieve its growth objectives.

"JULIE HAS AN EXCELLENT BACKGROUND IN MANAGING COMPLEX ISSUES AND WAS HUGELY SUPPORTIVE IN ASSISTING THE BUSINESS DEVELOP ACROSS THE REGION. HER INVOLVEMENT WAS PROACTIVE AND DILIGENT. SHE HAS A VERY OPEN STYLE AND HAS THE ABILITY TO MANAGE DIFFICULT ISSUES IN A GENTLE MANNER. SHE CAN BE AVAILABLE TO ACT AS ADVISOR AND CONFIDANT AND CAN HELP MAKE THE DIFFICULT ISSUES A LOT MORE PALATABLE!" - NICK MITCHELL, MANAGING DIRECTOR AT [24]7

THE APPROACH 1/2

VeryHR took on a mentoring and coaching role with local leadership and within 4 years the UK office grew to 22 employees.

‘We were impressed by the results VeryHR achieved for us in the UK, so we asked them to help us build teams in Sweden where we now have 26 employees and in Sydney, Australia where we have recruited 6 sales people.’
says Nick Mitchell from [24]7

More recently, VeryHR has supported [24]7 to make an acquisition in late 2017 in which 32 employees are being hired.



THE APPROACH 2/2

During all these changes, VeryHR has continually advised on employee issues and ensuring that engagement continued to be high despite the uncertainty that employees may be experiencing.

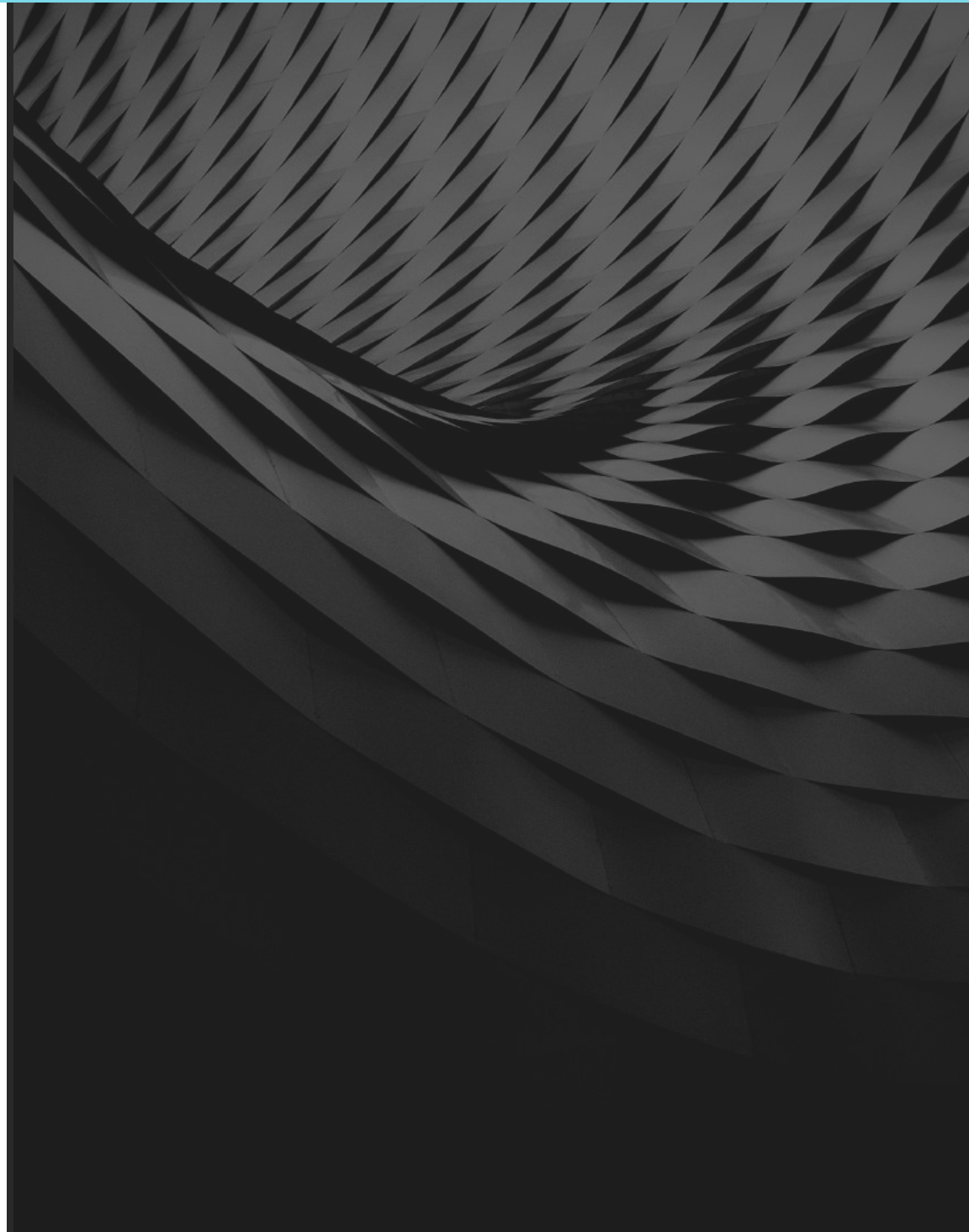
For instance, VeryHR introduced DiSC methodology into the business, training leaders and coaching individuals based on their own disc profile. The tool has been extremely engaging to use during team events and led to in depth career and goal orientated discussions which had a significant impact on individuals.



RESULTS

In the last 4 years VeryHR accomplished a true partnership with [24]7 leaders, specifically in Europe as well as in the US. They have acted as a trusted and critical friend to the business during a period of intense growth as well as change in strategic direction.

The business is entering a new stage of development now and requires an embedded HR function. Therefore, VeryHR has made a case to [24]7 for a full-time employee to take over the reins and continue to deliver value to the business.



WORK WITH US

AT VERYHR, WE OFFER PRAGMATIC, PEOPLE-FOCUSED SERVICES THAT WILL ENABLE YOU TO DRIVE YOUR TEAMS TO GET THE BEST RESULTS POSSIBLE.

WE DO THIS BY WORKING WITH YOU TO STRIKE A BALANCE BETWEEN GLOBAL CONSISTENCY AND LOCAL INDIVIDUALITY.

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