

Case Study

Efficient and secure access to 'a world of work'

Building RGF Staffing's
online platform

cpl.thalesgroup.com

THALES
Building a future we can all trust



A single portal for collaboration and engagement

RGF Staffing's goal was to create a platform that would enable collaboration and engagement with its clients as well as flex workers, secondees and job applicants. 'Our business is becoming increasingly digital', says Wendy Zwaaf-Hoogland, General Manager of Online Services. 'On the platform, clients can take care of their hiring activities, including contracts, agreements, workflows, application procedures, information on candidates, flex workers and secondees, procedures and reports.'

RGF Staffing's employees, recruits and applicants can all find useful information on the company's procedures and its different brands (such as Start People and Unique). The platform enables job applicants to submit their applications and follow the proceedings online, 24/7. Flex workers and secondees can also find information about their contracts, hours and salaries.

Important Cloud requirements

While searching for a partner that could effectively create an easy, secure way of accessing its platform, RGF Staffing established a number of important requirements. 'We were looking for a standard Identity and Access Management (IAM) product from the Cloud that we could use on a Software-as-a-Service (SaaS) basis. Ideally, it would also be an existing product that could meet all modern standards, preferably operating within the EU', says Ozum Talsma, Business Analyst at RGF Staffing.

Multi-branding in a private cloud

One challenge the new solution would need to immediately overcome is the diversity of brands in the RGF Staffing portfolio. Users who log in on the platform must immediately feel at home, because the platform gives them access to the brand they are working with and offers them dedicated functionality. On busy days, the IAM solution would also need to offer hundreds of thousands of users a smooth, quick and safe way to access the platform.

Thales met, and exceeded, all of RGF Staffing's requirements. Another major advantage for RGF Staffing is that Thales offered it a flexible, cost-friendly 'pay as your g(r)o(w)' deal. This means that additional costs of the IAM solution are limited in the case of a large influx of new users due to unexpectedly large commercial successes.

Short time to service and rapid onboarding

The first part of the platform, the customer portal, was delivered in a very short period of time, with the intention to further develop. Ozum says, 'We continue to develop the platform and its functionality. We will add more external tools to the platform, such as a time registration tool that should be easily accessible without additional logon with Single Sign-on. We prefer to add apps, using application programming interfaces (APIs). We trust that we'll have seamless integration of new applications, and that implementation should be possible within a short period of time, preferably within days.'

What is certain is that the portals meet the needs of applicants, employees and secondees, as well as for clients and RGF Staffing. 'With the platform, we digitise the engagement and interaction with these important customer groups', says Wendy Zwaaf. 'With the IAM solution from Thales, easy and safe access to our communication and information platform becomes more robust and efficient. This kind of service is rapidly becoming something that clients, applicants and flex workers have come to expect from organisations such as RGF Staffing. We are happy to keep pace with customer demands by bringing our products, services and interaction online in an easy and secure way.'

Identity as business enabler

The added value of RGF Staffing's platforms—and the easy, secure access that the Thales OneWelcome Identity Platform offers—will become increasingly evident over time. Ozum says, 'In our industry, a well-organised business that offers great online solutions for collaboration and engagement will appear on the radar and on the shortlist of potential new customers sooner or later. In that respect, being "well organised" brings business opportunities. Being able to guarantee that the IAM of the platforms is taken care of according to high standards, and that commercially sensitive information is well protected, then that is a clear advantage.

With Thales we have:

- 1 platform for collaboration and engagement
- Multi-branding
- Simple, secure and seamless access
- Private Cloud
- Short time to service

Building RGF Staffing's online platform

RGF Staffing is a specialised provider of employment services in Europe. Thales worked with RGF Staffing to provide easy, secure access to the company's multi-branded platform. This platform was a major step in RGF Staffing's ongoing process of digitalising its relationship with job applicants, temps, secondees, interim professionals as well as clients'. Now, all these various user groups can securely interact with the company via its online portal for collaboration and engagement.

RGF Staffing is a leading HR specialist, offering everything from staffing and secondment to professional HR services. The company is part of Recruit Holding and operates in Germany, France, Belgium and the Netherlands under a range of brands, including Unique, Secretary Plus, USG Professionals, Start People and Leap.

About Thales

Today's businesses and governments depend on the cloud, data and software to deliver trusted digital services. That is why the most recognized brands and organizations around the world, rely on Thales to help them protect sensitive information and software wherever it is created, stored or accessed – from the cloud and data centers to devices and across networks. As the global leader in data security, identity & access management, and software licensing, our solutions enable organizations to move to the cloud securely, achieve compliance with confidence, create more value from their software and deliver seamless digital experiences for millions of consumers every day.



Flex Workers

20,000

Business Customers

10,000

Employees

1,800

Brands

12

Identity Platform

1