

# Understanding

## RECRUITMENT



## Why choose us?

We are a multi-award winning, specialist Technology Recruitment Consultancy. Over the last **10 years** we have built up a network of highly skilled professional candidates.

Understanding's targeted approach is to use our existing and trusted network to ensure we only send highly recommended individuals to our clients.

We deliver highly qualified candidates within all areas of Technology across both contract & permanent within the UK.

We cover a variety of roles across multiple sectors within the Technology industry.

We don't claim to be different, we're not. In fact, what we do is exactly the same as everyone else. It's the way we do it that's different and makes us stand out.

We pride ourselves on the level of customer service and satisfaction we provide. We aim to consistently increase the level of expectations across our industry. This approach has allowed us to evolve into a business which delivers the highest and most efficient level of service to you as a client or candidate.

## Testimonial

*"They send an excellent quality of candidates and far exceed our expectations time and time again. We would have no hesitation in recommending Understanding Recruitment to anyone within the industry looking for a high calibre of candidate. Keep up the good work".*

- Client, Banking & Finance

## How can we help your business?

## Our Awards

- **APSCo Awards 2016** - Recruitment Company of the Year (<£5m turnover)
- **Hertfordshire Business Awards 2016** - Medium Business of the Year
- **Corporate Vision Awards 2016** - Excellence in Customer Service & Best IT Recruiters (Hertfordshire)
- **Staffing Industry Analysts 2016** - Best Staffing Firms to Work For
- **The FSB Hertfordshire Business Awards 2016** - St. Albans Business of the Year
- **Recruiter Awards for Excellence 2015** - Highly Commended
- **Hertfordshire Business Awards 2015** - Employer of the Year (Finalist)
- **Hertfordshire Business Awards 2014** - Customer Service Award
- **Recruitment Business Awards 2014** - Best Candidate Experience (Commendation)
- **Global Recruiter Industry Awards 2014** - Best Client Service (Highly Commended)
- **APSCo Awards for Excellence 2014** - Innovator of the Year

## WHAT OUR CLIENTS SAY

**97%** say our communication is very good

**85%** said UR were better or much better than other agencies they have used

**96%** said our staff had good or very good industry knowledge

## WHAT OUR CANDIDATES SAY

**99%** say our communication is very good

**94%** said UR were better or much better than other agencies they have used

**98%** would use UR again

## OUR NPS SCORE: 75

Industry standard = 15

Data gathered from the Customer Service Satisfaction survey at Understanding Recruitment

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