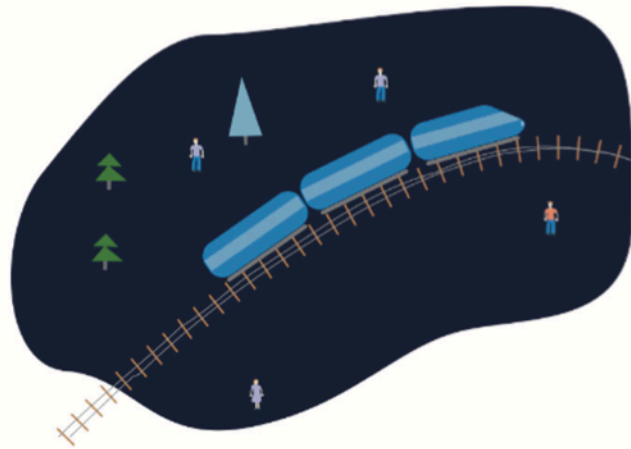


# CASE STUDY



Working with Nolan since...

Jan  
2019

Turnover

£9.4  
million

3

Staff hired  
through Nolan

56.02%

Growth in 2018

Interview with..

Michelle Cawley: HR Director

## Overview

**Web:** [www.ticketer.co.uk](http://www.ticketer.co.uk)

**Background:** Launched in 2009, Ticketer is the UK's largest ETM supplier outside London, with ticketing machines on buses across the UK, from Cornwall to the Hebrides. And it's not just buses. In fact, there are Ticketer software and devices on every form of public transport, including trams, trains, hovercraft, and even horse trams.

**Types of hires:** Technical Support Engineer, Sub contract Planner / Buyer, Wireless Communications Team Leader (Electronics Engineering)

## Nolan: What is like working with Nolan Recruitment?

In a few words, easy, successful, and a pleasure. From initial brief to placement, they have been totally professional, not 'pushy' and most importantly have delivered on every brief we gave them.

“  
Totally professional, not 'pushy' and most importantly have delivered on every brief we gave them.  
”



**Nolan:** How have Nolan been different to other agencies you have used in the past?

Dave took the time to understand our role, requirements and company and really listened to what we were looking for, meaning he didn't flood my inbox with irrelevant profiles but only sent through a small selection who all went through to interview, and eventual placement. Their approach is considered and thoughtful and you don't feel like just another company they are working with, but rather they become your partner and an extension of your recruitment team!.

**Nolan:** How have Nolan recruitment impacted your business growth?

Very successfully! We gave them 3 very different briefs which were quite niche in a specialised market, and they've had an 100% success rate in filling the roles. These roles which could have taken quite a while to recruit for were found surprising quickly which meant that we had the right people in the roles sooner, which has made a significant difference in getting our business more productive sooner.

**In three words describe Nolan Recruitment?**

**“ Their approach is well-thought-out, reliable, successful . ”**

