

CASE STUDY

Outplacement Support for a Large Pharmaceutical Organisation

What was the client need?

A leading UK-based pharmaceutical organisation was navigating a significant period of change. A strategic business review led to the difficult decision to restructure its commercial and research divisions, resulting in the redundancy of over 200 employees roles across various sites.

The organisation's HR leadership team had two primary objectives. First, they wanted to provide compassionate and effective support to departing employees, helping them transition smoothly into new roles. Second, they needed to maintain morale among the remaining workforce and protect the company's reputation as a caring and responsible employer. INTOO were asked to partner with the organisation and deliver a tailored, high-touch support programme that reflected their corporate values and met the specific needs of a highly skilled scientific and commercial workforce.

What did INTOO do?

INTOO partnered with the organisation to deliver a comprehensive outplacement programme designed to meet the specific needs of both the business and its employees. Here's how INTOO tailored the solution:

INTOO was selected for our experience in the pharmaceutical sector and our proven ability to deliver personalised career transition support at scale. We developed a customised outplacement programme designed to empower every affected individual.

Our comprehensive solution included:

Immediate On-site Support: On the day of the announcement, INTOO consultants were present to provide immediate emotional and practical support, helping employees process the news and understand the next steps.

One-to-One Career Coaching: Each employee was matched with a dedicated career coach who provided personalised guidance. Coaches worked with individuals to define their career goals, identify transferable skills, and build a strategic plan for their job search.

Practical Workshops and Digital Resources: We delivered a series of expert-led workshops covering essential topics such as CV writing, LinkedIn optimisation, interview techniques, and effective networking. All employees also gained access to our cutting-edge career portal INTOO4you, offering 24/7 access to job-seeking tools and e-learning modules.

Specialised Career Pathways: Recognising the unique skills of the workforce, our coaches provided specialist advice for those wishing to remain in the pharma industry, as well as for those exploring opportunities in adjacent sectors like biotech, medical devices, or academia.

What was the outcome?

The partnership with INTOO produced outstanding results, successfully meeting all the client's objectives. The programme ensured that departing employees felt valued and supported, leading to positive outcomes and a smooth transition for the business.

Key results included:

Successful Employee Transitions: An impressive 89% of participating employees secured new roles or started their own ventures within 90 days of beginning the programme.

Enhanced Employer Brand: The comprehensive support provided was viewed positively both internally and externally. The organisation received praise on professional networks for its responsible approach, reinforcing its reputation as an employer of choice.

Maintained Morale: Remaining employees felt reassured by the high level of care shown to their former colleagues, which helped maintain stability and engagement during a challenging period. The focus on support minimised disruption and allowed the newly structured teams to focus on future goals.



HR Director, Global Pharmaceutical Company

"INTOO's partnership was invaluable during a very challenging time for our organisation.

Their team acted with professionalism, empathy, and a deep understanding of our sector.

The personalised coaching and practical resources gave our departing colleagues the confidence and tools they needed to move forward successfully.

The positive feedback we received was a direct result of their excellent support. I would not hesitate to recommend them."

