



MSP EMEA **REGION EXPANSION**

CLIENT PROFILE

Leading information technology company that develops, manufactures and sells computing products and services.

CHALLENGE

Our client wanted to roll out the benefits achieved in North America to EMEA

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Our client is a leading information technology company that develops, manufactures and sells computing products and services. We began supporting the client as a managed service provider (MSP) in North America in 2008, expanding to Ireland, France, India and Canada in 2010; Sweden, Finland, Norway and Denmark in 2012 and the Netherlands in 2013.

With a successful MSP operating in North America our client wanted to roll out the benefits achieved to EMEA for an end-to-end MSP that would provide repeatable processes, cost savings and service efficiencies.

Our client's five key objectives were to partner with an MSP provider that could provide a programme in EMEA with structure, speed, quality, pricing and visibility.

We quickly identified that there was a lack of control over our client's processes for contingent workforce hiring, supplier management and invoicing.

Prior to our MSP there had been no formal hiring processes and so supplier management had been at the managers' discretion. During implementation and go-live we needed to manage change with our client's managers and suppliers. Our methodologies and effective communication demonstrated the benefits of our programme and encouraged adoption of the new processes.

In addition, our solution needed to span various locations within EMEA, adding a level of complexity to our programme to ensure legislation; regulation and cultural differences are met.

SOLUTION

Our solution is a combination of MSP and Statement of Work (SOW), with the SOW element in countries with significant project-based activities.

RESULTS

- Hiring manager satisfaction scores of over 95% for the past two years
- Nordic suppliers reduced from 25 to 21 in 2003 achieving stronger partnerships with dedicated suppliers
- Invoicing lines reduced from 1,500 to 400 per month

During the implementation of the first location in EMEA we provided our client with two dedicated employees to have overview of the entire implementation, build key relationships with stakeholders and suppliers and take the programme through to go live and steady state. This was the foundation of our partnership with the client and the relationships have continued to strengthen throughout implementation of each location.

By completing in-depth due diligence phases we were able to refine new processes to ensure the programme met our client's exact requirements, whilst adhering to local regulations. This involved having onsite presence, in Ireland, France, the Netherlands and the Nordics and local expertise to provide a consistent partnership approach across the entire programme.

Our robust change management and communication methodology enabled us to provide reassurance to end users and suppliers and we met our client's objectives by:

- Implementing standardised and compliant processes
- Supplier management including performance management
- Establishing a competitive supplier environment
- Gaining stakeholder buy in
- Establishing a new rate card, adjusting to each location in compliance with local markets
- Managing spend to improve cost savings
- Fostering a partnership culture at each organisational level

As the programme has expanded to other locations within EMEA, we have leveraged our relationships to understand our client's local needs.

Our programme provides visibility and flexibility to meet changing legislations in each country whilst utilising a standardised suite of processes.

RESULTS

- Award-winning service - our client won a 2015 Procurement Excellence Award for the performance of our programme
- Six months after go-live our client has seen time-to-market results reduce from 3-months to 1-month
- Time to obtain purchase orders and pay-out to suppliers has decreased
- Our solution includes all IT related projects and has the scope to expand to other areas of the business



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