MSP **TRANSITION**

CLIENT PROFILE
An IT products and services provider

CHALLENGE
To implement a new MSP program with focus on a high touch delivery model and ability to expand globally

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In early 2013, our customer retained Allegis Global Soltuions (AGS) to replace their incumbent managed service provider (MSP) across their United Kingdom, Canada and United States locations. Prior to engaging our services, customer hiring managers encountered issues with the quality of recruited candidates and time-to-fill, and they wanted better support during the screeing process. Future state, our customer required a high touch delivery model to improve the hiring manager experience and drive overall program goals as they expanded the program.

SOLUTION
As our customer and AGS worked together the discovery and implementation phases, the organization was clear about what they needed to make the program a success. Not new to utilizing an MSP, our customer had performed an internal program evaluation, which set goals for the following areas: compliance, cost control, diversity spend, program performance and global expansion. AGS partnered with client HR and Procurement leadership to build out strategies and service level agreements for each of these areas.

COMPLIANCE: As we inherited the program, AGS reviewed all current documentation to guarantee onboarding compliance. The program office completed AGS' largest customer paperwork audit to date, reviewing more than 4,000 staffing suppliers. The audit results were used as a performance metric for suppliers during their review. Non-compliant staffing providers were required to submit corrective action to AGS outlining steps their organization planned to take to ensure that all pre-placement requirements are properly completed prior to a worker starting an assignment.

COST CONTROL: AGS worked with our customer to identify standardized job descriptions paired with appropriate bill rates based on skillset and location. The implementation of a rate

RESULTS

- Improved compliance
- Increased diversity
- Decreased time-to-fill

management processess decreased the number of starts submitted above the maximum rate by nearly 67 percent. Lifting the multiple supplier tier structure to support a vendor neutral program, AGS also drove competitive pricing and performance. The various efficiencies and procedural changes led to an overall projected savings of $9 million in the first three quarters.

DIVERSITY SPEND: The program was designed to measure diversity spend in the United States only. For this population, AGS recommended removing the current tier structure for suppliers. Taking this action allowed for a more competitive supplier landscape in which diverse suppliers could gain increased market share.

PROGRAM PERFORMANCE: The AGS program office successfully improved several program performance metrics since implementation. The high touch program office model, using a thorough communication plan, resulted in improved qualifications of hiring manager requrests and more specific details regarding the job requirement for the supplier community. Combined with practiced screening procedures from the AGS

program office, failure-to-start decreased 1.6 percent and both manager and supplier satisfaction increased. Hiring managers reported the quality of candidates submitted improved. In the United States, where the majority of positions were filled, time-to-fill decreased by an average of two days in the first nine months. In that same time period, time-tostart was reduced by 2.7 percent.

Global expansion: From the start, AGS invested in the growth of the program into multiple countries in partnership with our customer. Since launching the program, global headcount has increased by more than 18 percent due to expansions and implementations. After the initial deployment of the program, the program expanded to Ireland and Germany and near future plans include expanding to France, Australia, Mexico, India and Brazil.

RESULTS

- Compliance - increased from 92 percent to 98.2 percent
- Diversity spend (US) - increased 4.3 percent
- Global headcount - increased 18.6 percent
- Time-to-fill (US) - reduced by average of two days
- Time-to-start (US) - reduced by average of 2.7 days
- Failure-to-start - decreased 1.6 percent
- Starts above max rate - decreased by 66.7 percent
- Projected savings/avoidance - $9 million

ABOUT ALLEGIS GLOBAL SOLUTIONS
Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.