

CLIENT PROFILE

Global leader in designing, manufacturing and selling industrial machinery and engines.

CHALLENGE

TUPE employees, transfer data and train on the introduction of the Agency Workers Regulations



VALUING SUPPLIERS AND PROGRAMME ENGAGEMENT

CHALLENGE

Service-related challenges of the incumbent suppliers at the Spokane facilities required Allegis Global Solutions (AGS) to execute a request for proposal (RFP) to replace our customer's existing vendor on premise (VOP) supplier. The existing VOP supplier and the facility were not originally part of our managed service provider (MSP) program. In addition, the awarded supplier was not only new to the program but was a supplier who never worked with an MSP model before. The newly awarded supplier would need to learn the MSP model while remaining fully functional in the technology to fill active job requisitions.

Additionally, AGS was required to transition the existing workers from the former VOP to the new VOP supplier. This transition needed to occur without disruption in service to the customer while retaining all workers. The workers needed to maintain the same pay and benefits and the transition needed to take place within four weeks of the RFP award in the incumbent VOP reluctant to provide data.

SOLUTION

A transition project plan was put into place where AGS conducted several transition meetings together with both the incumbent VOP supplier and the newly awarded VOP supplier. Pay rate, vacation and tenure data had to be transferred from the outgoing supplier to the new with AGS coordinating the smooth transition of this data. Our program office introduced a weekly meeting with the newly awarded VOP supplier to help them understand the MSP model,

learn the technology and work through the details of the transition. Weekly customer meeting were also arranged to ensure the aggressive timeline was followed without disruption to the facility.

Since the facility was new to the MSP program, the staff and workers also needed to be trained on process and technology. AGS designed and implemented specialized training for the newly award VOP supplier prior to go-live to ensure smooth delivery on launch date.

RESULTS

Ultimately, 100 percent of the workers transitioned within the four week timeframe. Above all, the transition allowed the site who had been reluctant to embrace the MSP to realize efficiencies and savings with greater visibility to the contingent workforce at their facility.

// RESULTS

- 100 percent of workers transitioned within the timeframe
- Greater visibility, efficiency and cost savings