

SUCCESS STORY



VENDOR MANAGEMENT SERVICES (VMS): INTERNATIONAL TELECOMMUNICATIONS

CLIENT SITUATION

A large international telecommunications company was experiencing brisk international growth from wireless, voice, messaging and high-speed data services to more than eight million customers. While this was good news, it triggered a rapid build-up in the use of contingent staffing resources across dispersed operations, especially in IT functions. The result was a situation where costs outpaced revenue in certain labor-intensive areas of the company.

To help convert the revenue growth into profit enhancement, the company needed to reduce costs and administrative expenses associated with a burdensome contract labor process. To achieve these cost reductions, create efficiencies and shift tasks to third-party specialists, the company searched extensively for a leading vendor management provider that had proven experience in implementing solutions that would:

- > Reduce the vendor pool
- > Minimize co-employment risks
- > Increase contract compliance
- > Reduce process liability
- > Measure vendor performance
- > Be the single point of contact for all contingent staffing issues

TAPFIN SOLUTION

TAPFIN was awarded the Vendor Management contract for the company's IT Division. Based on superb implementation and client satisfaction, the company subsequently awarded TAPFIN the remaining divisions for activation into the program. In the IT Division, TAPFIN worked with more than 60 vendors to add all existing consultants on the system. Additionally, TAPFIN assisted the client in hiring an additional 260+ consultants to support more than 65 projects in less than nine months.

During implementation, TAPFIN gathered existing consultant and project information, a requirement for numerous client groups, then verified with existing vendors to ensure all information was accurate. The TAPFIN VMS offering utilized best-of-breed practices and processes for a tailor-made solution to fit the client's objectives and pain points.

FAST FACTS

CLIENT BENEFITS

- > 40% savings over previous year's spending in the first year of TAPFIN VMS implementation
- > Current vendors enrolled into system and 260+ consultants hired in less than nine months
- > Current vendor data assessed and verified
- > Procurement and fulfillment cycles shortened

PROGRAM SCOPE

- > Large international telecommunications company experienced fast-paced growth
- > Client sought reduction in time and costs spent on labor, as well as more stringent contingent workforce hiring and management practices



BENEFITS

TAPFIN's unique combination of processes, people and technology helped the client achieve significant cost savings and the shifting of burdensome administrative tasks to our implementation team members. In the first year of the program, TAPFIN was able to generate savings of approximately 40% over the previous year's spending levels. In addition, TAPFIN worked with the client to review and revise their vendor list, concentrating specifically on co-employment issues, ensuring only qualified vendors participate in staffing. Lastly, TAPFIN standardized background check policies and comprehensive on-boarding/off-boarding procedures for all new consultants. The TAPFIN solution assisted the client in reaching and, in some cases, surpassing their goals. Other positive impacts include:

CLIENT BENEFITS

- Reduction of overall contingent staffing spend by 40% in the first year
- Standardized service rates, offering more consistent "pay for same position"
- Lower incident of inaccurate billings
- One consolidated invoice, dramatically lowering internal A/P processing costs
- Automated requisition, evaluation and selection process, for less administrative burden
- Electronic timesheet entry and approval, increasing timeliness and accuracy
- Reduced co-employment risks, satisfying internal risk management needs
- Audited and corrected vendor contracts, increasing contract compliance
- Reporting on vendor and contingent staff performance, providing key data for decision making
- Shortened procurement and fulfillment cycles, immediately increasing productivity
- Access to usable, real-time data for monitoring and measuring key metrics
- Dedicated on-site/off-site support to manage and monitor the program

VENDOR BENEFITS

- Use of an automated system to conduct business
- Electronic timesheet and approval process
- Automated billing and payment (provided by TAPFIN)
- Access to the enterprise base of requisitions

ABOUT TAPFIN

- > First to offer an integrated solution for acquisition, management and optimization of human capital and contracted services
- > Customized services to meet the unique needs of clients in industries ranging from technology and financial services, to life sciences and telecommunications
- > One of the largest, most financially stable providers of resource management services in the industry
- > A history of process and technology innovation since the inception of resource management process outsourcing
- > The only provider to have achieved ISO 9001:2008 quality management system certification
- > Publicly-traded parent company (NASDAQ: CITP)
- > Billions in managed spend under contract
- > Over 65 programs active today
- > 16 Fortune 500 programs
- > Over 4,100 supplier contracts negotiated

