

SOLUTION PROFILE



VENDOR MANAGEMENT SERVICES (MSP/VMS)

Managing the resources that comprise a firm's contingent workforce and managing the processes to procure those resources can be overwhelming for any enterprise.

Coupled with the challenges of ever-changing regulatory compliance issues, mergers and acquisitions, market expansions and business transformations, contingent workforce procurement and management can be a time-consuming and costly process. In a market where the most qualified resources are in high demand, companies can find themselves in dire need of creative and effective options to get the right solution or resources in place.

BUSINESS LANDSCAPE

Vendor management is an increasingly common way to handle the difficulties and sheer magnitude of work of managing multiple staffing providers. Most organizations simply do not have comprehensive visibility into their staffing expenditures. What's more, they lack the data to make accurate rate comparisons between identical positions, or to enable consistent contract hiring and business practices.

Whether you have a dozen vendors or hundreds, recruiting, monitoring and administering your vendor program is challenging. The good news is finding the right vendor management solution has never been easier — because TAPFIN is a managed service provider (MSP) with a service offering that can meet and exceed all of your expectations.

TAPFIN SOLUTION

TAPFIN Vendor Management Services (VMS) offers a comprehensive solution for assisting organizations in managing, coordinating and standardizing contingent labor resource activities. As part of our Resource Management Solution, our people and technology offer the wisdom and experience of having managed staffing, project and outsourced solutions for major Fortune 500 companies for more than three decades.

FAST FACTS

CLIENT BENEFITS

- > Consistent processes through full procurement lifecycle management, process optimization and standardization
- > Overall cost savings from contract negotiations, rate card validation and other tactics
- > Reduced AP costs through invoice consolidation
- > Vendor performance maximized with SLA definition and measurement
- > Customized website developed to meet specific client needs
- > Ability to re-focus on core business

TAPFIN VMS

- > Technology tool-agnostic solution
- > Extensive expertise in change management and organizational adoption
- > ISO 9001:2008 certified Quality Management System
- > Founding member of Human Capital Institute's industry-wide VMS/MSP Standards Board
- > Platinum Vendor Program for client access
- > Supplier diversity initiatives in place
- > Experience with international deployments



Our unique approach to VMS deployment is based on the shared vision of business continuity, stability, quality and cost management. We design and implement a customized VMS program to achieve the highest levels of success while minimizing disruption to your ongoing operations. Our methodology, which employs industry best practices around the deployment of major initiatives, combined with our experience and expertise in the human capital supply chain sector, ensures that your custom solution meets your business needs and is well received by your users and suppliers.

TAPFIN VMS offers a wide variety of vendor management services built for client needs — everything from standardizing Service Level Agreements and pay rates, to improving business processes, to overseeing and monitoring vendors, consultants and day-to-day staffing operations. The result is real cost savings and effective, efficient business practices — all realized while your staff's time is freed up, allowing them to concentrate on other critical functions.

PROCESS

The key to a successfully implemented vendor management program is using the right process and methodology to deploy the program and to manage the operations of the program on a day-to-day basis. TAPFIN begins each engagement by creating a detailed, individually-tailored implementation plan that will ensure the smoothest possible transition. This includes industry-leading best practices, ISO 9001:2008 compliant business process standards and the experience we have gained throughout our other VMS implementations to reduce complexities and expenses. Additionally, our ISO 9001:2008 certified quality management system governs our program deployments and ensures the application of strict business process standards based on industry best practices.

TAPFIN helps clients achieve consistency in their processes, savings on spend, improvements in the quality of their supplier services, full supplier accountability on services delivery, and management and optimization of their supplier community. All of this provides full visibility into spend and performance information, allowing clients to make more informed and educated decisions on their services spend. Throughout the deployment process and throughout the program's lifetime, the focus is on continuous process improvement, expense monitoring, vendor optimization, and ongoing feedback, including scheduled reviews and strategic partnership meetings to assess our progress. The results are dramatic cost savings, improved efficiencies and very cost-effective use of your company's resources and capital.

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

MEMBER
MSP / VMS
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