

# GLOBAL MSP TECHNOLOGY PROGRAM

## The Challenge

A global technology and manufacturing company required a comprehensive solution to manage and track all of their Global Electronic ID's (EID) issued to non-employees. This client required all employees and contingent labor workers to have an EID. EID's were also required for contract service workers and independent contractors that had access to their systems and/or facilities.

Goals included in-depth global analytics/visibility and enhanced performance in the assignment and tracking of workers and EID's. The program needed to maximize efficiencies and surpass the objectives set, which included:

- Create new supplier funded pricing model
- Develop training materials, full presentation decks and end-user guides for managers, suppliers, and the program offices
- Conduct dozens of training sessions across different time zones across the globe during the week prior to go-live
- Streamline and rationalize supplier list of almost two thousand
- Total sub-contract labor utilization visibility
- Hiring process approvals
- Supplier and worker on-/off-boarding
- Contractual and regulatory compliance

## Solution

TAPFIN was selected to implement a global program to create workers with a unique client electronic ID provided through integration to the client's EID numbering system. TAPFIN implemented the Fieldglass Profile Worker module (sometimes referred as "People Tracker") to secure the required EID and manage the worker creation and approval process. This process is also used for workers classified as Subcontract Worker/Agency in non-live countries where the program is not yet deployed for subcontract agency workers. TAPFIN provides full-time management of the worldwide MSP operation, ensuring compliance with client required approvals and worker on-/off-boarding requirements.

### Program Statistics

- 79 countries
- 13,700+ contractors
- 1900+ suppliers total
- 600+ suppliers in live countries performing on/off boarding of workers

### VMS Technology

- Fieldglass

### Managed Service Model

- Hybrid Model

### Countries

- 19 live program countries: United States, Canada, Mexico, Puerto Rico, United Kingdom, Ireland, Belgium, Germany, Netherlands, Czech Republic, Romania, Switzerland, Italy, France, India, China, Malaysia, Australia, New Zealand
- 60 additional non-live program countries

## Results

TAPFIN's solution helped streamline, manage, and track the company's global supplier workforce operations. Milestones included:

- Establishment of a single global governance program for the company's 13,700+ contractors, which were previously managed independently by country staff
- Introduction of a single platform to secure and manage required Global Electronic ID's issued to non-employees
- Client use of the EID approval to coordinate the setup of space, equipment, system access, and ID Badge
- Worker assignment approvals tracked and managed through the VMSApproved supplier list ensuring global compliance with contracts, insurance, and other required licenses
- Ability to track contingent workers who are not associated to a job posting, statement of work or a work order in the VMS
- Supplier funded model in live countries (over 80% of headcount) with no additional cost to client

TAPFIN's solution also resulted in significant benefits, including:

- Total headcount tracking of all non-employees
- Visibility to statement of work professionals and independent contractors
- Standardized process for on-/off-boarding
- Improved visibility and control of labor spend
- Improved workflow and reporting
- Competition among suppliers to drive improved value (quality, cost, speed)
- Global transparency and visibility of all third-party workers, including categorization, count, type, and cost

For more information, visit [TAPFIN.com](http://www.tapfin.com)

### About ManpowerGroup Solutions TAPFIN

TAPFIN is a leading managed service provider (MSP) dedicated to the innovation and delivery of integrated workforce management solutions worldwide. TAPFIN's customized, scalable MSP solutions for contingent and project-based spend are instrumental in driving process, performance and productivity improvements across the client organization, while providing visibility, predictability, risk mitigation and overall cost reduction. Part of ManpowerGroup™ Solutions, the outsourced talent solutions offering from ManpowerGroup, TAPFIN offers a complete suite of workforce management solutions that fully leverages a blend of global expertise and local knowledge. For more information, please visit <http://www.tapfin.com/>.