

Improved Performance in International Telecommunications

Client Situation

An international telecommunications provider of wireless, voice, messaging and high-speed data services was experiencing international growth that triggered a rapid build-up in contingent staffing across numerous operations causing costs to outpace revenue in certain labor markets. They began looking for a partner to help reduce costs and administrative expenses.

Solution

The client decided to partner with TAPFIN. After a thorough evaluation of current client processes and goals, TAPFIN utilized its comprehensive library of industry best practices to build a custom solution to meet the client's objectives. The Contingent Workforce Management (CWM) and Independent Contractor Management (ICM) teams went to work standardizing rates and procedures, automating time-intensive processes, and consolidating invoices to shorten fulfillment cycles and increase productivity.

Results

- 40 percent cost savings from the previous year
- Consolidated all vendors and contractors into one system
- Hired over 260 additional consultants in less than nine months
- Significantly shortened both procurement and fulfillment cycles
- Seamlessly integrated IC management resulting in increased efficiency and reduced costs

"PARTNERING WITH TAPFIN REALIZED SIZABLE CONTRACT LABOR PROCESS SAVINGS FOR THE CLIENT—A MAJOR INTERNATIONAL TELECOM, INTERNET AND WIRELESS PROVIDER."

TAPFIN
ManpowerGroup Solutions