

Global MSP Technology Program

Challenge

A global technology and manufacturing company required a comprehensive solution to manage its contingent workforce program. Goals included in-depth analytics/visibility, enhanced performance, and overall optimization of the procurement and management of subcontract labor. With an established global baseline addressing all aspects of program management, the company's expectations included: reporting, invoicing, cost savings, a single financial system of record, supplier management/validation, technology support and integration, as well as a global program office management philosophy and structure.

In order to identify opportunities to reduce costs, mitigate risk, ensure quality and consistent processes – all while delivering efficiencies and total visibility – the company wanted to implement a best-in-class global Managed Service Program (MSP) to improve its contingent labor program. Moreover, the program needed to maximize efficiencies and focus on critical areas in need of optimization, including:

- Supply Chain Management
- Total sub-contract labor utilization, spend and visibility
- Hiring process
- Management of contingent workers
- Contractual compliance
- Regulatory compliance
- Cost savings strategies

Solution

TAPFIN was selected to implement a global MSP program across the company's business. TAPFIN solutions included a thorough assessment of all programs, which delivered a detailed analysis of systems and business processes, providing critical insight into opportunities for improvement. TAPFIN's evaluation of the business structure, operating rules, technology platforms and desired outcomes led to the configuration, integration and deployment of a customized enterprise-wide MSP, in conjunction with the client-elected third-party technology application.

TAPFIN oversaw global implementation and ongoing program management with process oversight and systems administration. Full-time management of the worldwide MSP operation followed global and local regulations, including oversight of transactional, supplier relationship and advanced business processes.

Program Statistics

- 14 live countries
- 10,000+ contractors
- 100+ suppliers
- Total spend: More than \$500m

Technologies Leveraged

- Fieldglass

Managed Service Model

- Hybrid Model (Vendor-Neutral MSP with Principle Supplier awards across commercial skill set in specific locations)

Countries

- United States, Canada, Mexico, Puerto Rico, United Kingdom, Germany, Netherlands, India, France, Belgium, Czech Republic, Romania, Switzerland, and Italy
- Future in Scope: China, Japan, Malaysia, Australia, Brazil

ManpowerGroup™ Solutions

Case Study

Results

TAPFIN's solutions helped streamline the company's global operations.

Milestones included:

- The establishment of a single global governance program for the company's 10,000 contractors, which previously operated under multiple different structures
- The reduction of the number of technology platforms used to manage subcontract labor to a single, global platform
- The application of regional target market rates, as well as additional cost savings strategies, measurements and reporting

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

- 10% annual savings
- 20% reduction in cycle time within key business groups
- Substantial supplier consolidation and tiering of key global suppliers
- Total program spend and supplier visibility globally
- Understanding and inclusion of independent contractor content and spend

About ManpowerGroup Solutions

TAPFIN is a leading managed service provider (MSP) dedicated to the innovation and delivery of innovative 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 reducing risk mitigation and overall cost reduction. Part of ManpowerGroup Solutions, the outsourced services offering from ManpowerGroup, TAPFIN offers a complete suite of workforce management solutions that fully leverage a blend of global expertise and local knowledge.

For more information, visit tapfin.com.