

# Randstad Managed Services

## A better brand of managed services



 randstad®

Staffing | Professionals | Search & Placement | HR Solutions | Inhouse Services

# Staffing procurement plus.

In today's world of work, contingent staffing has become a function of both Human Resources and Procurement, reflecting the shift to cost optimization and global competition. Companies have turned to third-party managed service providers for help. Unfortunately, most run-of-the-mill providers have proven they simply aren't up to the job, because they fail to understand one vital reality — you procure things — you hire people.

Randstad has been putting people to work for almost half a century. No one better understands how the relationship of demand, supply and information management determines efficient utilization of contingent labor and how critically it can impact your costs, risks and expectations.



### The Randstad difference.

Randstad Managed Services (RMS) is focusing its vast resources on being the first complete workforce-based managed services provider, with the scope and perspective to maximize this vital process and address the interests of all stakeholders equally.

RMS is a stand-alone business for Randstad, acting as a vendor-neutral, single-point-of-contact provider, backed by an extraordinary track record, an integrated business approach and state-of-the-art technology.

The biggest difference of all, is that RMS approaches this as a staffing-focused process, not merely a software-based procurement system. Collectively, RMS and its affiliates around the globe manage nearly \$1 billion in

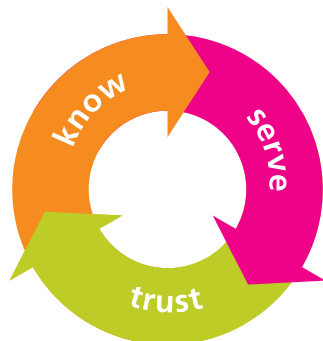
spend through managed staffing programs in over 30 countries on behalf of hundreds of clients. RMS maintains a network of nearly a thousand staffing suppliers to ensure each client is able to optimize the supply chain for quality, cost, and internal stakeholder satisfaction.

### Good to know you. And you. And you.

One thing that never changes about RMS is our commitment to understanding our clients' business and our talent's aspirations — the needs, goals and challenges of all parties involved. Randstad culture is based on the values of "Know, Serve, Trust" – and with the addition of RMS to the Randstad family, these values have never been more relevant than now.

### Randstad's culture

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**know** our client's business, goals, concerns, and priorities.

**serve** our clients with integrity and honesty, and always in the client's best interest, while applying professional expertise and experience to create positive outcomes for all parties involved.

**trust** our clients and have them trust us by building long-term business relationships.

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The RMS solution manages the entire procurement life-cycle. This includes job order distribution, qualification, acquisition, contracts, rate card management, project costing, on-boarding, time reporting, consolidated invoicing, candidate and supplier performance review, separation management, management reporting and tenure tracking.

**From a business perspective, our solutions provide:**

- Resource Management
- Information management and reporting
- Process management
- Portfolio Management
- Financial management

**From a functional standpoint, our solutions provide:**

- Requisition Fulfillment
- Position Description Management
- Assignment Lifecycle Management (start-up, re-assignment, termination)
- Process/Procedure Standardization and Compliance
- Time Reporting
- Consolidated Billing and Vendor Payment
- Vendor Management
- Management Reporting
- Payrolling Services

**From a technology standpoint, our solutions are:**

- ASP Solutions
- Web Based
- Highly Scalable
- Global Deployment Ready
- Secure and Redundant

**We maximize your control.**

Software is not staffing. Yet many companies rely primarily on technology-based Vendor Management Systems to gain transparency and greater visibility into their hiring spend. True usability of data reports depends on the VMS tool you select, and Randstad is better equipped to help you make the right choice. If your technology is already in place, we'll make sure you're getting your money's worth.

RMS is different because we're system indifferent – we can interface with whichever VMS best suits your needs. Aside from being able to choose the VMS that best suits your environment; we are able to provide you with our own solution. We offer "bolt-on" technology to improve connectivity between your suppliers and your VMS. We can even provide reporting on transactions that your existing software can't accommodate.

And most importantly – if your VMS should fail for any reason, and many do, our technology serves as a reliable, instant back-up system that can be quickly implemented to minimize disruption, confusion and loss of productivity.

**Our brand of neutrality shifts vendors into high gear.**

Every MSP claims to be vendor neutral. But we believe the quality difference between suppliers shouldn't just be ignored. It negates the potential for more positive outcomes and can even alienate critical suppliers.

The RMS approach to vendor neutrality means we simultaneously work to understand, align and promote the interests of all stakeholders. We make it our goal to achieve buy-in, not just demand compliance, which means you reach your objectives faster, with minimum disruption, while maintaining the highest quality and satisfaction levels possible.



### Complete process integration

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transition management	payment	reporting	vendor management
Requisition management Candidate management On-boarding / off-boarding Screening compliance Compliance management	Invoice management Exceptions management Financially sound	Compliance reporting KPI's Candidate performance Spend analytics	Price planning & rate management Risk mitigation services Vendor performance Benchmarking Diversity supplier development

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VMS technology	delivery models
Utilizing major VMS technologies Integrated backend systems Technical capabilities for global integration and reporting	Master Service Provider (MSP) Prime of Subs (POS) Recruitment Process Outsourcing (RPO)

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### Solutions that almost manage themselves.

Why should you require employees from multiple departments and disciplines to spend critical time managing a wide-ranging supplier network? We make it our business to let you do yours. Randstad assumes full responsibility for all activities related to staffing suppliers:

- Supplier selection
- Transaction management
- Handling exceptions/variances
- Price planning and rate management
- Conversion and tenure management
- Supplier rationalization
- Process and quality compliance
- Co-employment and other risk mitigation services

We facilitate and manage the entire staffing cycle, from requisitions to payment. And every component of the program is customized to suit your organization, your culture, your strategic objectives and site specific requirements.

Because RMS provides a single point of contact, your hiring managers can place a single requisition and access multiple approved suppliers. We also act as a prescreening resource, ensuring candidates meet agreed-upon requirements.

### RMS value summary.

It's easy to promise cost savings. But those savings can disappear if your staffing process is implemented in a way that disrupts business or alienates stakeholders. Yes, our total solution approach reduces costs. But more importantly, it adds value, by transforming sourcing strategies into efficient, comprehensive answers to your most important needs:

- Automation of paper processes
- Cost optimization across vendors
- Reduction of maverick spending/unapproved suppliers
- Overtime spend control
- Robust tracking of workforce solutions spend
- Increased productivity and other performance measurements

### RMS benefit summary.

- Complete buy-in and support from stakeholders.
- Complete agreement between the staffing process and technology
- Complete connectivity among your MSP, VMS and staffing providers
- Complete risk mitigation against the loss of your VMS provider
- Complete visibility and transparency in the process and in your staffing spend
- Complete support and proven expertise in change management
- Complete financials provided to give you peace of mind regarding our financial stability, both now and in the future

### More than an MSP. A partner in staffing procurement.

At Randstad, we don't believe in simply crunching numbers. Or for that matter, crunching suppliers. Our unique deliverable is providing and managing superior, comprehensive workforce solutions that work hard for you and for every stakeholder, on every level.

Better contingent staffing is only contingent upon one thing — which managed services provider you choose. So choose RMS. The partner that can answer your staffing procurement needs.

### Better than anyone else.



## Implementing RMS



## Vendor management



### 1. Request

- Request using standard skill definitions
- Approval workflow

### 2. Source

- Vendors selected based on service requested
- Primary/Secondary/Tertiary vendor classification
- Electronic communication with vendors

### 3. Procure

- Review, negotiate and contract with service vendor
- Audit trail of bid history

### 4. Manage

- Time entry & approval
- Service ratings

### 5. Invoice

- Invoice generation from approved timesheet
- Optional approval by supplier

### 6. Analyze

- Reports on spend by Vendors/Service
- Reports on rates by Vendors/Service

Randstad is a wholly owned subsidiary of Randstad Holding nv, a global provider of professional employment services and the second largest staffing organization in the world.

Randstad fulfills all aspects of commercial and professional staffing for local and global customers. Services include temporary, permanent, and outsourced placement within Accounting & Finance, Engineering, Healthcare, Industrial, IT, Legal, Life Sciences, and Office. Other offerings include payrolling, managed services, recruitment process outsourcing and HR consulting solutions.

Randstad provides skills assessments, career counseling, training, health coverage, paid vacation and 401(k) to eligible internal and external employees. With its 3,300 employment experts, Randstad puts an average of 50,000 people to work in the U.S. each week through its network of more than 600 branches and client-dedicated locations.

More information is available at [www.randstadmsp.com](http://www.randstadmsp.com) or call 1-866-467-9675.

