

**MANAGED SERVICES PROGRAMS AID IN ACHIEVING BEST-IN-CLASS PERFORMANCE FOR COMPANIES FACING CONTINGENT LABOR CHALLENGES**

Randstad Managed Services helps global organizations redefine their human capital strategy to achieve cost savings and improve compliance

**BOSTON, JULY 9, 2010** – A new contingent labor management study underwritten by Randstad reveals that a vast majority of companies (63 percent) view contingent workforce quality and effectiveness in completing projects as their top challenge in 2010. The Aberdeen Group report titled *Contingent Labor Management: Strategies for Managing the Complexities of the Contingent Labor Umbrella* surveyed the performance, processes and intentions of 170 companies to determine best practices and strategies utilized by top-performing companies.

Today, nearly 20 percent of the average company's workforce is considered contingent labor, helping to offset the impact of the economic downturn, complete critical business projects and achieve corporate goals. While the study revealed that 55 percent of companies view contingent labor as a high-value strategy, it also exposed the pressures associated with managing all facets of contingent labor – and the need for a strategic blend of core capabilities and external technology enablers to drive optimal performance and ensure the quality of the contingent labor umbrella.

To manage the contingent labor umbrella, companies are turning to Randstad Managed Services, a leading provider of workforce management solutions that utilizes a global network of more than one thousand staffing suppliers to deliver an integrated contingent workforce program that suits an organization's culture, strategic objectives and site specific requirements.

"As contingent labor continues to grow in importance for companies looking to rebound from recent economic events, employing a comprehensive strategy that addresses quality, risk, cost and compliance will be critical" said John Piazza, President of Randstad Managed Services. "Our unique deliverable, featuring a staffing-focused process as well as a software-based procurement system, delivers superior, comprehensive workforce solutions that address the interests of all stakeholders and helps companies achieve best-in-class status."

The Randstad Managed Services model is primed to assist companies achieve best-in-class status through innovative tactics such as helping organizations redefine their human capital strategy to achieve cost savings and improve compliance. Additionally, Randstad Managed Services has the agility to leverage any and all technology platforms to quickly deliver an integrated contingent workforce program. Through a global footprint, Randstad leverages its expansive supplier network to maximize efficiencies across client organizations without sacrificing corporate or cultural values.

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The *Contingent Labor Management* study revealed that companies enjoying best-in-class performance share several common characteristics. Top performing organizations are:

- 60 percent more likely than all other companies to define/communicate metrics for contingent worker performance measurement
- 33 percent more likely than all other organizations to centralize all spending under the contingent labor umbrella
- 31 percent more likely to actively measure compliance to federal and regulatory labor policies

These same organizations are more likely to utilize a Managed Services Provider or Vendor Management System solution as part of its overall strategy of achieving cost savings and quality.

“With contingent labor now encompassing a complex umbrella of spend sub-categories, it is crucial for companies to look to outside solutions to enhance their existing programs,” said Christopher Dwyer, Aberdeen Research Analyst and author of the new research study. “MSP and VMS solutions can aid enterprises through their vast array of process efficiencies and high level of expertise in this space. Best-in-Class companies, those in the top 20% of the performance spectrum, are readily leveraging MSP programs and VMS solutions to streamline contingent labor processes, improve labor compliance and drive significant cost savings.”

Finally, the study found that companies who embrace the evolution of contingent labor – actively tracking and measuring the quality of its contingent workforce – as well as manage the various sub-categories (independent contractors, SOW labor, services and temporary labor) in a centralized and standardized manner are the ones that will see the most gains in the future.

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For more information and additional access to complimentary global supply management research, visit [research.aberdeen.com](http://research.aberdeen.com). Media contact: Alice Stein, Director of Marketing, Randstad Managed Services, 781.213.1531 or [alice.stein@us.randstadprofessionals.com](mailto:alice.stein@us.randstadprofessionals.com)

### **About Randstad Managed Services**

Randstad Managed Services is one of the world’s leading providers of workforce management solutions with operations in North America, EMEA and APAC. Randstad Managed Services, a stand-alone business from Randstad, currently operates more than \$1 billion in managed staffing programs, utilizing a global network of over a thousand staffing suppliers. Learn more about Randstad Managed Services: [www.randstadmsp.com](http://www.randstadmsp.com)

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