

case study

Implementing a Global MSP for One of the World's Largest Technology Firms



Randstad Managed Services Case Study

Going Global

When an industry-leading technology client was looking to upgrade and expand its contingent workforce program globally, they turned to Randstad for help. To take their program global, the client understood that they would need a strong partner that had the ability to implement a Managed Services Program (MSP) at all levels, from the local to the multinational to the global. The program would have to be developed by a company that could operate in differing business cultures and environments while still delivering the cost savings that were critical to achieving program's objectives.

Choosing a Partner

Randstad is an industry-leading HR solutions and staffing company with a global footprint that reaches over 40 countries through its more than 4,000 offices. Our expansive network has over a half million contractors on assignment with clients at any given time. Many of these contractors are supplied through programs that were developed by Randstad Managed Services (RMS), our division dedicated to designing and implementing MSPs.

Using our proven methodologies for developing managed programs, RMS was able to respond to the technology firm's needs for a global partner. The resulting program delivered cost savings and supplier management services across four continents. The MSP leveraged a global supplier network to deliver talent when and where it was needed, all supported by a robust program infrastructure.

Doing It Right

RMS coordinated the technology client's program implementation through our North American operations which served as a hub for the program. From this hub, RMS was able to oversee local implementations and report on management activities for all countries and regions involved in the program. To ensure that all legal and regulatory obligations were met, RMS conducted a country-by-country analysis to verify that each of the program's business processes were in compliance. RMS also analyzed the firm's incumbent vendors in the global supply chain and instituted vetting procedures to ensure consistent service delivery across all countries and regions.

As part of its strategic plan to deliver seamless implementations, RMS appointed a Global Director who was situated at the technology firm's headquarters in North America. The Global Director worked with the firm to formulate a strategic focus for each of the three region's service areas: the Americas, EMEA (Europe, the Middle East, and Africa), and APAC (Asia and Pacific). The Global Director also served as the central point of contact for all communications and assumed responsibility for overseeing the implementation and delivery of the three regional implementations. A client-based service center was established in each region and administered by project and program managers who coordinated the implementation activities with the Global Director.

The implementation was accomplished with relative ease in large part because of the ability of RMS to work closely with the VMS (Vendor Management Systems) provider who supplied the program's primary software application. RMS works with a variety of VMS providers and was able to identify the best one to suit the needs of the technology client and its program needs. RMS worked with Randstad partners across the globe to generate local feedback that greatly eased the configuration of the VMS tool for each country and region. The result was a tool that could accommodate international operations while coordinating and reporting on them from a centralized location.

Reaping the Benefits

The effectiveness of the RMS program design and the smoothness of its implementation on a global scale has led to millions of dollars in direct savings for the firm. The client's MSP is now live in four continents with more countries joining the program's service coverage, leading to further cost savings. RMS was able to deliver these benefits because of its experienced teams, effective methodologies, and far-reaching networks of partners and suppliers. With a history of successful implementations around the world and a global network to support them, RMS is the right choice for implementing your managed program.

Contact us to learn more about what we can do for you:

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