

AN INTRODUCTION TO MASTERING

MANAGED SERVICE PROGRAMMES

OPTIMISE YOUR
FLEXIBLE WORKFORCE



THE RISE OF CONTINGENT WORKERS

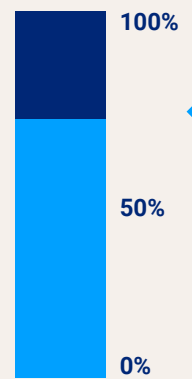
In the context of business transformation and change, economic shifts and geopolitical disruptions, the non-permanent workforce continues to grow as organisations need greater access to flexible, skilled talent.

Therefore, having robust contingent workforce management is crucial. However, managing this growing workforce comes with its challenges.

The global non-permanent workforce industry, valued at **\$171.5 billion¹** in 2021, is projected to reach **\$465.2 billion** by the next decade.

70%

of executives are challenged when integrating contingent staff.²



In response, we've revamped our contingent workforce solutions to deliver targeted results for our clients. Over the past year, our design thinking experts have delved into stakeholder needs, realigning our core values.

1. Contingent Workforce Management Market

2. 65% of companies say they plan to increase use of contingent workers



TRANSFORMING CONTINGENT WORKFORCE MANAGEMENT FROM A COMPLEX TASK INTO AN OPPORTUNITY FOR VALUE CREATION

Our Core Value Framework is tailored to address your specific challenges, concerns, and priorities. We go beyond mere expectations to create additional value for all stakeholders involved in contingent workforce management (CWM).

THE CORE VALUE FRAMEWORK

PROCESS OPTIMISATION

- ▶ Automation and technology solutions, digitisation of the procurement process
- ▶ Single point of contact
- ▶ Less administrative tasks/burden through invoice consolidation
- ▶ Strong partnership with vendor management system (VMS) suppliers as well as cost-effective in-house VMS solution

COST REDUCTION AND SAVINGS

- ▶ Benchmarks and transparency of rates
- ▶ Indirect cost savings through automation and process efficiency
- ▶ Identification and reduction of uncontrolled costs
- ▶ Increased opportunity with competitive supplier bids
- ▶ Timely invoices and payments

ACCESS TO TALENT

- ▶ Strong supplier enablement and supply chains
- ▶ Access to the right talent at the right time
- ▶ Leading edge sourcing
- ▶ Omnichannel sourcing strategy
- ▶ Access to Hays global talent network

GOVERNANCE AND COMPLIANCE

- ▶ Accurate compliance checks, background screening and security checks
- ▶ Mitigation of employment, tax, IT and access risks
- ▶ Adherence to national and international temporary workers' laws
- ▶ Streamlined onboarding processes
- ▶ Effective governance for flexible scaling, based on business needs

DATA AND INSIGHTS

- ▶ Data analysis and insights from diverse data sources
- ▶ Comparison of supplier performance
- ▶ Leveraging of market-leading insights and trends
- ▶ Talent availability, location and cost monitoring, with dynamic data dashboards
- ▶ Access to industry benchmarks

VISIBILITY AND CONTROL

- ▶ Single source of truth for all worker data
- ▶ Visibility of real-time worker timesheet activity
- ▶ Actual spend data to support accurate invoicing and payment processes
- ▶ Visibility of talent and worker categories to reduce tax and compliance risks
- ▶ Optimise resource allocation and reduce overspending

MAXIMISING IMPACT: VALUE FOR ALL STAKEHOLDERS

By designing our services around key stakeholders, our solutions ensure a holistic approach to CWM. This approach not only optimises processes, but also fosters a collaborative environment where every stakeholder has a role to play in achieving the successful implementation and adoption of a Managed Service Programme (MSP).



MSP

A single process, technology and reporting solution providing full visibility of contingent spend, rates and tenure to drive value.

- ▶ Efficient, agile, and transparent solution
- ▶ Provision of quality resources across all categories
- ▶ Risk free solution

HIRING MANAGERS

- ▶ Access to top talent at the best price
- ▶ Reduced admin burden through simple, digitised processes
- ▶ Maximising budget impact through optimised supplier costs
- ▶ Delegated of on/offboarding risks to MSP
- ▶ Dedicated talent acquisition support

PROCUREMENT

- ▶ Cost savings
- ▶ Supplier on/offboarding
- ▶ Contract management & compliance
- ▶ SRM for HR suppliers with consistent scorecards
- ▶ Broader supplier access
- ▶ Market intelligence
- ▶ Single source of truth
- ▶ Competitive bid process
- ▶ Data integrity and reporting

SUPPLIERS

- ▶ Transparency
- ▶ Reduced admin
- ▶ Reporting
- ▶ On/offboarding
- ▶ Competitive bid process
- ▶ Single point of contact
- ▶ Performance measures

HR

- ▶ Worker compliance
- ▶ Headcount tracking
- ▶ Resource vetting
- ▶ Regulatory compliance
- ▶ Reporting
- ▶ Full headcount visibility

FINANCE

- ▶ Spend and financial control
- ▶ Reporting
- ▶ Enhanced invoicing processes
- ▶ Accurate accruals

LET'S TRANSFORM YOUR USE OF CONTINGENT WORKERS, TOGETHER

If your workforce strategy and hiring needs are becoming increasingly complex, or if your internal hiring team is struggling to keep pace with ever-changing best practices and the latest technology, it may be time to consult an external workforce solutions provider.

Did you know? Internal programmes commonly fail not due to a lack of expertise, but due to a lack of capacity to manage the internal changes required when implementing new technologies or processes.

**READY TO TAKE
THE NEXT STEP?
CONTACT US**

To download the comprehensive
MSP guide, [CLICK HERE!](#)

