

**MANAGED  
SERVICE PROVISION -  
PROCUREMENT  
AND MANAGEMENT  
OF EXTERNAL  
SPECIALISTS**

ACCOUNTANCY &  
ADMINISTRATIVE  
BUSINESS DEVELOPMENT  
CONSTRUCTION  
ENERGY & UTILITIES  
ENVIRONMENTAL  
FINANCIAL SERVICES  
FOOD & BEVERAGE  
GENERAL SERVICES  
HEALTHCARE  
HUMAN RESOURCES  
INDUSTRY & MANUFACTURING  
INFORMATION TECHNOLOGY  
LEGAL  
LOGISTICS  
MANAGEMENT CONSULTING  
MARINE  
MEDIA & COMMUNICATIONS  
MINING & METALS  
NON-PROFIT  
OPERATIONS & MAINTENANCE  
PUBLIC SECTOR  
RETAIL  
SCIENCE & TECHNOLOGY  
TELECOMMUNICATIONS  
TRANSPORTATION  
TRADING  
UNIVERSITY  
WATER & WASTE  
WORKS  
ZOOLOGICAL

I CONSOLIDATED  
SUPPLIERS ✓

II ACCELERATED  
PROCESSES ✓

III REDUCED  
COSTS ✓

## Managed Service Provision – Case Study

Deutsche Post DHL

### The company Deutsche Post DHL:

The Deutsche Post and DHL corporate brands offer a one-of-a-kind portfolio of logistics and communications services. The Group provides its customers with both easy to use standardized products as well as innovative and tailored solutions ranging from dialog marketing to industrial supply chains. About 500,000 employees in more than 200 countries and territories form a global network focused on service, quality and sustainability.

### Background:

Deutsche Post DHL had regularly ordered external IT and management professionals from a large number of small suppliers. This had produced high administrative costs, a lack of transparency and consequently often excessively high direct and indirect costs.

### Objective:

Deutsche Post DHL wanted to streamline their business processes and reduce their annual expenditure. To achieve this goal, in the future around 150 existing non-strategic suppliers as well as new vendors were to be bundled, organised, coordinated, ordered and billed via a Managed Service Provider. In addition, this managed service provider should provide quality-assured procurement of external consulting and IT services.

### Solution:

Since October 2007, Hays has supported Deutsche Post DHL as a Managed Service Provider and has also taken control of their non-strategic suppliers through a dedicated team of experts with the following tasks:

- Direct procurement via the Hays specialist pool or via third parties
- Take-over of the contractual relationship of non-strategic suppliers
- Optimization and automation of procurement and accounting processes
- Detailed monthly management reporting

### Result:

Through the bundling of non-strategic IT and management services by Hays, the number of suppliers has been reduced and long-term stability achieved. Internal resources can thus increasingly concentrate on their core business. Since the introduction of this Managed Service, Deutsche Post DHL have faster access to specialists when it comes to the procurement of services, as well as a better overview of current developments in the market. Monthly reporting delivered by Hays encompasses all the necessary facts and information and thus serves as a tool for identifying further optimization and savings.

### Reference:

Bernhard Banspach, Head of Department Services, Deutsche Post DHL, Germany: "Due to measures introduced at Deutsche Post DHL in cooperation with Hays we have already realised significant cost and efficiency savings. Together with Hays we are seeking more and more opportunities for optimization and continually investigating whether and where we can establish our business in other countries and product groups."