

## BENEFIT, VISIBILITY AND CONTROL

### REPLACEMENT OF AN EXISTING MSP SERVICE

## Company overview

INDUSTRY: **ENGINEERING**

LOCATION: **GERMANY**

NO. OF EMPLOYEES: **18.000**

The client company – founded over 60 years ago in Hamburg – has become one of the world's leading providers for intralogistics. The company's portfolio includes both conventional forklifts and fully automated logistics systems with the corresponding software solutions for efficient logistics processes. Our client has more than 18,000 employees worldwide and operates across 40 countries.

### The challenge

The client was already outsourcing the recruitment of external personnel to an external Managed Service Provider (MSP). But, contrary to the expectations, the previous MSP did not provide the desired transparency in the tendering and recruiting process. The lack of transparency in the distribution of requests to staff suppliers led to many unanswered questions. Uneven distribution of requests and preferential treatment of suppliers regarding the allocation of resources led to dissatisfaction and a lower supplier service commitment. In addition, the previous MSP did not meet the expectation to create processes and communication in line with amendments to laws related to temporary employment.

### The outcome

The reorganisation of the recruitment processes quickly led to increased satisfaction of all parties. The close collaboration and open communication between the client, the MSP and the suppliers have significantly contributed to the success of the new program. The active review and re-negotiation of hourly rates also quickly proved to be a success. In addition, we achieved significant indirect savings in the first six months, including a reduction of Maverick buying and an increase in process transparency.

### The solution

We replaced the existing MSP and served as a neutral interface between the client and its suppliers, ensuring clear communication of all candidate- and process-related issues to all parties involved in the recruitment process. In addition to the development of a cost-saving concept, cost-related aspects were now also taken into consideration as part of the recruitment process. Hays' own Vendor Management System (VMS) 3 Story Software was implemented (initially without client interface) and is now being maintained by the MSP Service Delivery Team.

3 Story Software is a central component of our internal supplier management, underlining the neutrality of the Managed Service Program.

By means of monthly reports, the client can keep track of active resources per supplier and location and receives extensive data in a business review meeting with its purchasing and HR departments as well as the MSP Service team.

## FAST FACTS

Replacement of an existing MSP and provision of a neutral interface between the client and its suppliers

Managed spending: EUR 7-10 m p.a. and 33 suppliers

Roles managed: engineering & corporate roles on a service-contract and temporary employment basis

Implementation of VMS 3SS for internal supplier management

Increase in process transparency and satisfaction of all parties involved