

# BENEFIT | HARMONISATION

## THE OPERATIONAL MANAGEMENT OF THE PROCUREMENT PROCESS FOR ALL CONTINGENT WORKERS



### Company overview

INDUSTRY: PHARMA / LIFE SCIENCE

LOCATION: 100 COUNTRIES

NO. OF EMPLOYEES: > 95.000

The pharmaceutical company globally produces drugs in the areas of oncology, immunology, infectious diseases, ophthalmology and diseases of the central nervous system. Amongst others, it develops innovative products against diseases that are currently still difficult to treat. The company has more than 95,000 employees in over 100 countries worldwide.



### The challenge

The pharmaceutical company was looking for a neutral partner to optimise the procurement management and independently and autonomously manage the purchasing area and personnel resources. It was explicitly required that this service provider does not place own specialists but acts as a neutral vendor, responsible for the management of the suppliers' processes. Another request was to implement a Managed Service Program (MSP) which meets the current legal conditions in Switzerland, Germany, Spain and Poland. Moreover, the implementation of a Vendor Management System (VMS) was to be supported.



### The solution

In 2015, together with the pharmaceutical company, we implemented a neutral vendor program in the areas of IT and life sciences, supported by the SAP Fieldglass VMS software. Since then, a ten-member on-site Hays operations team has been managing all processes – from requests for new external personnel to payroll accounting as well as all onboarding/offboarding processes. We develop new supplier management and compliance concepts. Individual and detailed reports regularly provide information about procurement volumes, savings as well as assignments and costs of contingent workers. It is important for us to continuously develop the internal client processes.



### The outcome

Hays navigates the purchasing and management of external resources on behalf of the pharmaceutical company. As MSP partner, we centralised the procurement processes of external specialists, made them more transparent and faster while reducing costs at the same time. Our operations team is the central point of contact for the customer and the suppliers and thus acts as an extension of the purchasing department. An additional highlight of the program: beside the typical IT skills, we can also fill vacancies in the pharmaceutical industry that require niche skills.

### FAST FACTS

Staffing rate: 98%

8.6% savings

93% customer satisfaction

