

NATIONWIDE RESIDENTIAL AND COMMERCIAL SERVICES ORGANIZATION

This organization implemented Populus Group as their Managed Service Provider in Fall 2017 to manage their \$15M contingent labor program.

Why reach out for help?

The company had an existing Managed Service Provider in place that wasn't delivering on the program. They were facing issues like:

- » Lack of trust in the program causing hiring managers to work outside of the program
- » Use of unapproved staffing suppliers and rogue spend
- » Slow response time, very reactive rather than proactive
- » Didn't have the knowledge and expertise to bring different divisions/business units into the program

What was discovered?

Ahead of the transition from their first-generation MSP, Populus Group consultants worked with key stakeholders to define a second-generation MSP program that best fit their needs and incorporated best in class procedures.

Key insights included:

- » The program needed knowledgeable SMEs to drive adoption and build trust with hiring managers to corral spend and increase program usage
- » The VMS technology wasn't providing the necessary functionality and reporting resulting in a lack of data and visibility into spend and other program metrics
- » The company was also losing high quality talent to their competitors and needed to rebrand themselves as an innovative employer in their respective markets
- » The company didn't have an approval process for new headcount which made it even harder to track spend and stay on budget

The Results:

An MSP program team of SMEs

- » Our program team understands what it takes for a program to be successful
- » We educated hiring managers and other key stakeholders on the approval process to increase usage and track spend
- » Leveraged existing relationships with suppliers already in the current program, partner with new suppliers to help them be successful and maintain ownership of relationships with client hiring managers
- » Utilize our expertise to establish rate cards, perform market analysis to align candidates correctly and achieve even more budget efficiencies

Implemented a new VMS technology (IQN)

- » Identified a technology stakeholder within the company to help us assess the technology needs, how it will be used and change management of technology implementation
- » Improved functionality and reporting capabilities to allow for more visibility into spend and other program metrics

Increased innovation

- » Driving initiatives with SOW and Franchises to bring them into the program
- » Become more efficient and improve response times and proactivity
- » Attract high quality talent to remain competitive and drive the company forward

TESTIMONIALS

From the Customer

"Populus Group is a fantastic partner that works with us to execute our strategic vision within our contingent labor/ staff augmentation. **PG goes above and beyond to exceed our expectations** in every aspect of this process. Their passion coupled with their professionalism has already improved the experience for our internal stakeholders. Their **proactive approach** to implementation and management of the account is allowing us to successfully roll the program out with minimal change management effort. PG's **unwavering customer focus** gave us the confidence to partner with them."

Senior Director, Category Management

From a Supplier Partner

"Hey Matt -

I hope you are doing well and having a great start to 2018! I simply wanted to reach out and let you know that so far it has been a pleasure working with Briana Walker on this program. Although we have just begun the partnership, I can already tell that her ownership over the process is going to make a successful impact overall.

Not that I had any doubt otherwise, but if this is the norm, I certainly welcome the opportunity to partner with you on other programs. As you know, finding and being a part of solid programs is my main responsibility, and expanding our footprint with you would certainly be appreciated/valued.

Thanks again, Matt. I hope you have a great 2018."

Supplier representative