

MSP case study: virtualizing contingent workforce management during COVID-19 isolation regulations in Australia.

industry: financial services



challenges & goals

Following the successful implementation of a recruitment process outsourcing (RPO) talent acquisition model, this financial services leader sought to gain greater control and visibility over its contingent workforce and ultimately move toward a total talent model. Local COVID-19 lockdowns created potential complexity for implementation.



solution

The managed services program (MSP) implementation was swiftly digitized by Randstad Sourceright to support virtualized discovery, process mapping, change management and hiring manager communications. Unaccustomed to working remotely, the financial services leader worked with the MSP to implement the right technologies. The MSP coached and supported key stakeholders as part of the digital transformation.



key results

- Complete virtual implementation was initiated, however posed challenges as the client's business was not yet set up to thrive remotely.
- With extensive technology expertise, Randstad Sourceright led change management and advisory for the organization. This helped transform the culture of adoption within the business, providing holistic support.

[> read the full case study](#)

