

# MSP case study: embracing innovation in contingent workforce management.

industry: business services



## challenges & goals

Despite significant digital transformation, the business services leader sought to pursue potentially disruptive process enhancements to contingent workforce management. It sought to understand which technologies would be most effective in advancing its talent strategies and delivering competitive business advantage.

[> read the full case study](#)



## solution

The employer embraced a series of initiatives to enhance its managed services program (MSP). Innovations include accelerating statement of work (SOW) services procurement, building a sustainable pipeline of qualified contingent professionals through a private talent pool, and achieving greater workforce insights using market data and talent analytics.



## key results

The company can now manage SOW services procurement through a bidding mechanism that facilitates the process. It is also creating a talent pool that can be used to more quickly leverage contingent candidates for permanent hires. And by using current market data, the company has insights into availability of skilled workers and how quickly they can fill requisitions based on this information.