

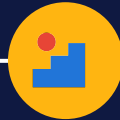
integrated MSP case study: sourcing contingent talent delivers cost savings and reduces time to fill.

industry: financial services



challenges & goals

A large investment management company was struggling to source the right talent fast enough to fill permanent customer service roles in its call centers. As a result, customers experienced longer hold times when calling for support with critical questions about their 401K or taxes.



solution

Through a consultative partnership with Randstad Sourceright, which has been running for over 20 years, the client developed a new workforce strategy to source these critical roles and meet business goals. It converted permanent customer service positions into contingent roles fulfilled through an integrated managed services program (MSP).



key results

The new strategy delivers a faster time to fill, increases quality and provides cost savings. Highlights from 2020 include:

- 20% cost avoidance
- more than 1,300 total contingent placements, with 878 in customer service roles
- 81% retention rate within call center roles, exceeding industry averages of 70%



[> read the full case study](#)