

MSP case study: global life sciences leader raises user satisfaction by 37 points.

industry: life sciences



challenges & goals

A decentralized approach to contingent workforce management led to disparate practices. This resulted in inconsistent outcomes and delays in contingent talent delivery. Operations in each market set their own policies around procurement, supplier management and governance according to their needs.



solution

By implementing consistent policies and practices across all four markets, the MSP has gained the trust and respect of many individuals involved in managing local contingent workforces. The program consistently evolves to deliver next-gen innovations, such as talent analytics and market intelligence, talent pooling, and video interviewing to enhance the quality of candidates and speed talent delivery.



key results

The pharmaceutical giant now has global consistency in its contingent workforce management practices. Key achievements include savings of more than \$750,000 as a result of rate card optimization, as well as improved user satisfaction. In the past two years, the program's net promoter score has increased by 37 points, reflecting increased confidence among hiring managers.

[> read the full case study](#)

