

# MSP case study: gain visibility and control with SOW management.

industry: foodservice distributor



## challenges & goals

Statement of work (SOW) services procurement spend across the enterprise was managed in a decentralized, disparate approach. This led to miscategorization, rogue spend and process inconsistencies. With dozens of locations in North America, centralization proved to be challenging.



## solution

Working with Randstad Sourceright, the company's managed service provider (MSP), the foodservice distributor implemented SOW management services to provide greater visibility and consistency through enhanced processes and its vendor management system (VMS). The program was also expanded to flag rogue spend and manage its temp-to-perm hires.



## key results

With a centralized process in place, the MSP now addresses a number of challenges related to SOW services procurement. Greater visibility, cost savings and accountability mean services are purchased with oversight and effective governance. Since the initial rollout at two locations, SOW management has been implemented across 62 sites for IT and non-IT contractors.

[> read the full case study](#)

