

global consumer and commercial products provider

boosts workforce agility with MSP.

Faced with a growing need for contingent workers and a lack of visibility into its talent pool, a global marketer of consumer and commercial products partnered with Randstad Sourceright to implement a new strategy for managing flexible workers. These workers comprise a significant portion of the company's workforce as its operations flex to meet changing, cyclical demands for its goods. To solve this challenge, Randstad Sourceright implemented a [managed services program \(MSP\)](#) to set a foundation for improving workforce effectiveness as the company moves forward in a demanding industry.

implementation:
weathering change

optimization:
setting the vision

delivering talent: significant
cost savings and efficiencies



the success

Randstad Sourceright successfully adapted the MSP program to align with a major HR strategy transformation, regional expansion and a company acquisition. The result is a program that delivers maximum value, while always evolving to meet new demands and future needs.

Addressing a wide range of challenges — from rationalizing rates and improving supplier engagement, to understanding the right mix of contingent and permanent talent, and addressing key turnover issues — the MSP talent model brings consistency and control to reduce costs and improve talent agility.

A relationship that includes the management of \$80 million in spend, the total is expected to double following the client's latest acquisition. In the first year of the program, the company achieved savings of 5%, while improving compliance practices, tenure discount savings and temporary-to-permanent conversions.

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the situation

In a dynamic, production-focused industry, the ability to quickly ramp up and scale down operations for a cyclical market is essential. For this owner of several global consumer and commercial products brands, a network of suppliers for contingent workers in the light industrial category helps sustain this flexibility.

Over many years, however, a strategy that managed each supplier independently through the company's HR function resulted in vast inconsistencies in worker and supplier engagement. Costs varied among suppliers, and rates were inconsistent among workers in different locations doing similar work. The consumer and commercial products leader relied on more than 100 talent suppliers, yet lacked the service level agreements (SLAs) and key performance indicators (KPIs) necessary to consistently measure the effectiveness of those providers. As a result, the company sought to rationalize the supplier chain to remove those that did not add significant value.

Likewise, an inconsistent approach to managing contingent workers resulted in high turnover, as many would leave before the end of their assignments. And with its contingent hiring process siloed from its permanent employee recruiting operations, the company missed out on opportunities to convert qualified temp workers to permanent positions.

The employer turned to Randstad Sourceright for an innovative solution that would deliver dedicated management of contingent workforce suppliers and identify and address opportunities for improvement.



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the solution

Randstad Sourceright worked with the company to optimize costs, enhance supplier management, and deliver new efficiencies and process consistency in its total talent strategy. Since implementing the MSP program, this market leader has achieved significant improvements, including:

- **optimized workforce supplier management.**
The company removed 40 suppliers that weren't providing measurable value. Randstad Sourceright also guides the client through the contract renewal process to ensure quality and hold suppliers accountable through SLAs and KPIs. The client benefits from introducing standardized compliance practices, ensuring all suppliers adhere to the same standards when conducting background checks and other key processes.
- **talent strategy support.**
Randstad Sourceright has identified areas of core improvement that will drive value for the next chapter in the client's workforce strategy. Areas of opportunity include talent turnover, rate rationalization, supplier satisfaction/participation and overall cost consistency. With improved talent visibility, market intelligence and greater insight into compliance and risk mitigation, the company has the support to continually improve its entire talent strategy. The MSP program also allows the company to respond to spikes in demand in real-time, ensuring access to qualified suppliers that can be brought in quickly to provide needed talent.
- **retention/employer brand advisory.**
Our [employer branding](#) assessment helped the client identify key directions for boosting the contingent worker experience. This sets the stage for reducing turnover, improving costs and boosting productivity.
- **total talent relationship.**
In addition to contingent workforce management, Randstad Sourceright's [recruitment process outsourcing \(RPO\)](#) solution was brought in to successfully facilitate direct hires in a number of permanent employee categories. The result is a cross-functional approach to [getting the best talent in the right positions](#); the RPO identifies candidates who aren't placed into a full-time role but are open to a contract assignment.
- **cost savings.**
Since implementing the MSP program, the company has achieved significant cost reductions: a total of \$1.5 million in less than three business quarters including \$958,000 through temp-to-permanent conversions, a result of connecting the company's MSP and RPO operations. Additionally, through supplier optimization efforts and the standardization of rates, the company has saved \$360,000 in a single quarter alone.