

# Lean MSP

WORKSPEND is a MSP operating globally, and ours is a lean operational model made possible by an innovative service delivery approach that reliably produces economies we pass on to our clients.

## What is it?

Workspend has pioneered the evolution of Managed Service Provisioning (MSP) towards a simpler, leaner service delivery model. We've achieved this by blending best-in-class technology with an innovative onsite, offsite, and offshore resourcing approach.

We deliver anticipated levels of MSP service delivery performance on a lower operating cost base. The economies we achieve in the back-office, and through automation, we pass on to clients in the form of reduced fees.

A Managed Service Provider formalizes, orchestrates and operates the indirect staffing supply-chain on behalf of an organization for a small fee levied from incomes made by the provisioning staffing vendors.

Expect, to:

- ✓ Extend your talent reach
- ✓ Manage the spend by making any indirect spend transparent
- ✓ Minimize staffing agency fees
- ✓ Prevent over-paying for talent
- ✓ Manage day-to-day operations, risk and governance
- ✓ Install and operate a Vendor Management System to automate processes

## How does it work?

**Our Lean MSP approach achieve operational economies when delivering the processes that MSPs are charged with managing**

Five big differences:

1. Design Thinking – An approach to advisory services that results in a fit-for-purpose program design and implementation plan tailored to the precise needs of your business.
2. Faster-time-to-value thanks to the rapid data integration tooling that underpins the VMS solutions we recommend. It means you won't be waiting a year to see the rewards of our programs start to come through!

3. Access to the VERY latest software that fully leverages AI, Blockchain, Big Data, and other key digital enablers to boost productivity, releasing time for hiring managers. It means we can react and adapt faster as your needs change, while all the time operating with fewer people and lower costs.

4. An optimized service delivery model that combines onsite, onshore and offshore teams to maximize every step in your talent supply-chain.

5. A continuous improvement culture underpinned by change methods and tooling, supported by dedicated quality management and service improvement teams located in our Strategic Center of Excellence (SCoE).

**Get in touch to learn more.**

