

A Comprehensive, Purpose-Designed, Tailored to Fit

Managed Service Provision

An introduction to our **Full MSP** Solution

workspend

Contingent Workforce? We manage the work, control your spend.


Industry research points to large companies continuing to struggle to fill vacant roles



MSP is a flexible and unbundled managed service provider (MSP) solution that can be implemented in 12 weeks.

This contingent workforce offering is designed to optimize programs that spend between $50 million - $1 billion annually on contract labor services. It can be scaled up for larger programs or down for smaller programs depending on client need. With its flexible pricing, talent supply chain optionality, and all-inclusive services approach, our **Full MSP** offering is ideal for buyers looking for a comprehensive buildout of an entire MSP program.

A program built from the ground up to meet your unique business objectives, workforce requirements, and talent needs.

Think of it like an all-inclusive MSP solution.

10 steps to a successful FULL-SERVICE Managed Service Provision

1 Implementation

Our team members will manage the implementation efforts on your behalf. Each has deep expertise with VMS/MSP implementations of various complexities and sizes, and will manage your VMS/MSP implementation efforts from end-to-end.

2 Technology

Based on the size of your contingent workforce program's spend, our tech team will recommend the "right fit" VMS for your organization. Additionally, if you've an existing VMS, our team will work with you to ensure it is fully optimized for your program's needs.



- Program design
- Project scope development
- Implementation plan creation
- Project management services for implementation
- Supplier and user training
- Employment branding strategy creation
- Rate strategy

- Technology selection
- Review and refresh of existing technology and/or configuration
- Implementation of selected technology
- Configuration services
- Supplier and user training



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Supplier Management

Developing and maintaining a high quality and engaged supplier base is key to the success of any contingent labor program. Our team will manage your entire supplier engagement function.

- Create supplier agreements
- Review existing supplier agreement
- Negotiate agreements and on/off board suppliers
- Manage supplier quality
- Supplier diversity strategy creation and deployment
- Supplier compliance services and auditing
- Establish and manage supplier mentoring program

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Talent Sourcing

We will work through your talent supply chain to identify the highest quality talent pools. Additionally, our team will help source, screen, and shortlist hard to fill positions in all labor categories, allowing you to select the most qualified candidates at the best price.

- Create talent strategies
- Establish process for engagement of available talent streams, i.e., agency, SOW, freelance,
- IC Implementation and management of freelance and IC processes
- Talent pool creation and management

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Program Operations

We will provide full end-to-end operations support. Examples include high volume requisition data entry, interview scheduling and coordination, reporting, and third party software management of secondary systems. Our professional services team will scale according to your needs.

- Requisition validation and posting
- Resume review/short-listing
- Interview coordination
- Supplier negotiation
- Onboarding coordination
- Contingent worker quality management
- Budget and tenure management
- Off boarding

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Governance and Compliance

Our team will manage your entire audit and compliance function including rate and financial audits. The team will also provide recommendations on how to manage legislative changes that impact your organization or your talent supply chain.

- Policy and procedure consultation and/or creation
- Supplier manual creation and management
- Program operations manual creation and/or management
- Program auditing
- Auditing

Workspend was built on the premise of 'MSP-by-design', a unique modularized approach to managed services that focuses on the components of your MSP program and how it fits and evolves near– and long-term with your labor categories.



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Consolidated Invoicing

We will streamline your billing and invoicing processes by creating a consolidated invoice for your program's needs. We assume the task of issuing payment to your supplier base, as well being the point of contact for questions originating from your suppliers.

- Accounting process development
- Technology configuration including client cost accounting
- Billing file development
- Billing file delivery per established frequency
- Supplier payment delivery
- Supplier A/R support

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Risk Management

Our team will manage your entire audit and compliance function including rate and financial audits. The team will also provide recommendations on how to manage legislative changes that impact your organization or your talent supply chain.

- Consultation of current risk profile
- Implementation of risk mitigation strategies
- Co-employment policy creation
- Hiring manager training
- Compliance auditing

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Reporting/ Analytics

We will take responsibility for your reporting and data analytics needs. The Full MSP offering has a dedicated business analytics team with deep expertise in reporting and data science, allowing us to a drive efficiencies and program optimization through the use of data-driven conclusions.

- Report creation and configuration including custom report facilitation
- Market rate analysis and benchmarking
- Rate card review
- Supplier scorecard creation
- Quality reporting and consultation
- Decisional analytics
- Quarterly business review creation and delivery

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Ongoing Value Management

As your business partner, our team will develop a program roadmap that coincides with your specific program's maturity. The purpose of this effort is to ensure program optimization and on-going value through each phase of the program's lifecycle.

- Program strategy consulting/creation
- Best in-class and industry review
- Value consulting
- Savings program implementation
- Productivity management
- Overall program refresh

"Being able to select from a network of open, dynamic, and functional technology providers allows Workspend to offer its customers market-leading solutions that optimize the channels available to engage talent and to innovate around the way they source talent."



Driving Value

Workspend has always achieved success in its market by achieving bigger economies and talent results than our larger rivals. We offer a uniquely tailored and modularized service underpinned by a flexible on-premise / on-shore / off-shore operational delivery model that delivers cashable economies for our customers.

You only need speak to some of our existing customers to get to know what we mean by 'value-driven.'

- Our **Direct Sourcing** solutions bring the perfect blend of in-house tooling and supportive services to minimize agency costs and maximize time-to-hire.
- Meanwhile, **transparency** through actionable insights and increased transparency across your talent sourcing and workforce management activities is assured by our off-the-shelf digital dashboards.

Progressive

We help clients achieve their strategic business objectives by enabling them to gain access to global talent sources, developing data-rich insights into their global workforce, and by gaining control over their global labor spend.

- We're leading the charge to move away from costly, slow to implement SaaS platforms towards secure **adaptive private-cloud** VMS solutions that bring game-changing integration and customization opportunities while improving data governance and scalability.
- A **'configure not customize'** approach means you always get best-fit solutions faster with simpler onward support and adaptation
- Advanced plug-and-play integration allows us to **deliver faster returns** by connecting seamlessly with your IT systems, ID systems and third-party tools.

Empowered

We encourage leadership and accountability at every level of our organization. It empowers our team to achieve above and beyond results, always be prepared to make suggestions and go the extra mile for our customers.

Committed to Excellence

We're committed to excellence in everything we do, from first contact, through to our Quarterly Business Reviews that focus on value-for-money, economies, and smarter working.

- You will notice the difference when you work with the Workspend team. We're passionate about **delivering value** for our customers. That means getting the balance right between spend and results.
- Our colleagues are all **experienced** industry professionals. We hire our talent from the industries we serve and equip our people to be better able to support your needs.

Continuously Improving

It's when things are going well that you need to challenge the norm. Settling for mediocrity can become a state of mind. That never happens on our watch. It takes a willingness to call into question whether the results we see today, are the best they can be tomorrow.

We offer three different formats of MSP:

- FULL MSP – Our comprehensive white-glove approach to maximizing talent sourcing potential while minimizing operational overheads and spend.
- LITE MSP - We work with you to design and implement a program that delivers the essentials at an affordable price.
- SELF-MANAGED - We research, design, deploy, train and hand-over a built-to-fit contingent workforce program. Then we continue to support you.



A 2019 Gartner survey shows global talent shortage is now the top emerging risk facing organizations

“Sixty-three percent of respondents indicate that a talent shortage is a key concern for their organization.”

Source: Gartner

"People remain the principal lever to competitive advantage in markets today. How well enterprises can adapt to their changing needs pre-supposes a talent supply-chain and ecosystem able to offer best-fit, affordable talent on-demand. Being the advisory-led partner to recommend, and then operate, the people, process, technology and data framework that makes this possible is where Workspend excels." Dan Rothberg, President.

Who we are

Workspend is a global leader in providing innovative talent supply chain solutions to both mid-market and enterprise-level clients. We help clients achieve their strategic business objectives by enabling them to gain access to global talent sources, developing data-rich insights into their global workforce, and by gaining control over their global labor spend.

We've a global service and delivery model and clients across the world.

What we do

We provide Advisory and Consulting Services, Independent Contractor Compliance, Employer of Record Services, Managed Services Provider, Recruitment Process Outsourcing, and Payroll Process Outsourcing.

What makes us different?

The advantage we bring our clients comes from a radical re-think in how indirect talent sourcing needs to work, and the kind of partnership needed to engineer results.

- A design thinking ethos – Advisory-led services that get to the heart of solving problems in a highly user-centric way
- Driving innovation, quality and continuous improvement through our offshore Strategic Center of Operational Excellence (SCOE)
- Hybrid on-premise, on-shore and off-shore Managed Service Provisioning (MSP) approach that delivers 24/7 operation, lead operating rewards and optimal value for money
- Proven, documented fast-track methodology for on-ramping new programs that brings faster time-to-value
- Unrivaled services-oriented VMS technology philosophy and platform approach; combining best-in-class Vendor Management Systems with third-party tooling, insight and integration-ware

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