

WORKSPEND TRANSFORMS LIGHT INDUSTRIAL CLIENT'S STAFFING EFFICIENCY AND COST SAVINGS

The client, a leading light industrial company specializing in manufacturing and global distribution of retail products, heavily relies on temporary labor to support their operations. Seeking a new Managed Service Provider (MSP) capable of optimizing staffing efficiency and reducing costs, the client turned to Workspend after experiencing dissatisfaction with their previous MSP, who also provided staffing services.

RESULTS

The implementation of Workspend's MSP solution yielded significant improvements:

- **Cost Reduction:** A 10% reduction in overall staffing costs, resulting in substantial savings for the client.
- **Improved Time-to-Fill:** Over 36 hours reduction in time-to-fill for open positions, enabling quicker and efficient role fulfillment.
- **Enhanced Quality of Hire:** Optimal candidate matches improved the quality of hire, driving better workforce performance.
- **Increased Operational Efficiency:** Streamlined processes, transparent pricing, and advanced technology solutions enhanced overall operational efficiency and productivity.

BEGINNING STATE

- **Cost Inefficiency:** The client struggled with a clear pricing structure from their previous MSP, hindering accurate assessment of staffing costs and budget management.
- **Slow Time-to-Fill:** Prolonged time-to-fill rates disrupted production schedules due to the previous MSP's prioritization of internal placements over leveraging other staffing firms.
- **Lack of Vendor Neutrality:** Limited competition among staffing vendors resulted in suboptimal candidate matches, impeding the acquisition of top talent.
- **Lack of Value and Executive Support:** Despite the MSP's initial intentions, the relationship deteriorated due to a lack of ongoing executive support, which led to hiring managers circumventing the MSP.

THE SOLUTION

Workspend proposed a Vendor-Neutral MSP solution, offering:

- **Transparent Pricing Model:** Workspend implemented transparent pricing, providing full visibility into staffing costs to empower informed decision-making and effective budget management. This includes a bill rate card for reoccurring positions and max markup for all other positions.
- **Advanced Technology and Expertise:** Leveraging advanced technology and industry expertise, Workspend streamlined candidate sourcing and selection processes, reducing time-to-fill rates through automated workflows and predictive analytics, all powered by WRAP (Workspend Reporting and Analytics Platform).
- **Vendor Neutrality:** As a vendor-neutral MSP, Workspend maintained partnerships with diverse staffing providers, promoting healthy competition to facilitate optimal candidate matches.
- **Collaboration with VMS Operations Team:** Workspend's program team worked closely with the Workspend VMS operations team to ensure the efficiency of the VMS platform. By optimizing VMS workflows and configurations, Workspend enhanced the overall management of contingent workforce data, requisition processing, and compliance monitoring.

LIGHT INDUSTRIAL CASE STUDY

IMPLEMENTATION PROCESS:

In addition to the comprehensive needs assessment, solution design, and customization, Workspend added value through:

- **Program Team Formation:** Workspend assembled a dedicated program team collaborating closely with the client to identify improvement opportunities and implement solutions tailored to their specific needs.
- **Performance Monitoring and Analysis:** Leveraging its proprietary analytics tool, WRAP (Workspend Reporting and Analytics Platform), Workspend monitored staffing performance in real-time, identifying trends and areas for optimization.
- **Continuous Training and Development:** Workspend prioritized ongoing training to keep the client's HR team updated on industry best practices and technology advancements.
- **Client Feedback Mechanism:** Workspend implemented a robust feedback mechanism to solicit input from stakeholders, driving continuous improvement initiatives aligned with the client's evolving needs.

EXECUTIVE SUPPORT AND INVOLVEMENT:

A critical factor contributing to the success of Workspend's MSP solution was the active involvement of the executive teams from both Workspend and the client. Regular executive-level meetings were held to review program performance, address any issues or concerns, and ensure alignment with the client's business objectives.

By actively participating in the partnership and leveraging the expertise and support of Workspend's executive team, the client's executives demonstrated their commitment to driving positive outcomes and maximizing the value of the MSP engagement.

This collaborative approach fostered a culture of transparency, accountability, and innovation, laying the foundation for long-term success and growth in the competitive light industrial market.



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