

# BIOPHARMACEUTICAL CLIENT

## RESULTS

- Decreased time-to-fill by a significant margin. The program is now operating at a 100% fill rate
- Increased hiring manager satisfaction – 100% satisfaction rating in the first survey after launch (broadcasted 6 months post-launch)
- 100% adoption rate – all in-scope work occurs within the managed program
- Access to all data related to contingent labor provides the visibility and insight needed to forecast and improve
- Vastly improved relationships with supplier partners
- Seamlessly integrated two company acquisitions into the program, with more on the horizon
- Positioned to expand the program to the UK and Ireland

## BEGINNING STATE

- The client had been partnered with a competitor MSP for approximately one year and was dissatisfied with the performance and results
- The incumbent MSP was also acting as a supplier in the program and had priority access to requisitions. Staffing support was subpar, with inadequate submissions and unacceptable time-to-fill, and positions often going unfilled through the program
- There was substandard front-line support from the incumbent MSP, poor fill rate, and lengthy time-to-fill metrics led to many hiring managers abandoning the managed solution, and reverting to the pre-MSP state, working directly with staffing suppliers outside of the consolidated program
- Interviews with the external suppliers who were partners to the program revealed that their candidate submissions often went ignored. It was the classic “submitting into a black hole” scenario
- The client was dissatisfied with the MSP team’s overall support: poor responsiveness, poor customer service, no consultation, innovation, or optimization
- There was no identifiable program strategy

## THE SOLUTION

- As a first step, in partnership with the client’s executive stakeholders, a thorough analysis of their current state was performed covering the support model, VMS, end-to-end processes, and supplier partnerships
- Workspend identified deficiencies in current model, and the problems an MSP partnership was intended to solve. In collaboration with client stakeholders and key business leaders, Workspend designed a set of processes to solve for the shortcomings present in the program’s current state
  - Implemented a customized VMS solution, designed to meet specific client needs and integrate with systems
  - Rolled out purpose-built processes and SOPs to tackle the client’s unique challenges
  - Developed a quarterly business review plan, measuring progress and adjusting strategy to meet/exceed goals
- Onboarded existing suppliers and built strategic relationships to ensure proper collaboration and a successful support model
  - SLAs and scorecarding were implemented
  - True vendor neutral model introduced – Workspend is not a supplier in the program
  - Supplier optimization performed – the supplier roster was optimized to ensure that the staffing partners with the most competitive rates and highest quality performance placed in Tier-1 category
- Change Management Strategy: Workspend designed and delivered training materials for client stakeholders and supplier partners. Comprehensive trainings were held before and just after launch to promote program adoption and explain the new processes. Ongoing trainings continue to be held at regular intervals to educate new users and refresh existing ones
- Workspend installed a dedicated Program Manager to provide high touch frontline support to hiring managers, executive stakeholders, and supplier partners

# LEADING GLOBAL PHARMACEUTICAL COMPANY

## RESULTS

- Increased Tier-2 diverse spend to 65%
- Reduced payment cycle delays to the suppliers by 20 days
- Streamlined process for RFPs, short-listing of suppliers, increasing process efficiency and user satisfaction rate by 45%
- Reduction of change order processing for SOW timelines by 5 days
- Reduced time-to-fill by 13 days with local, niche and supplier strategy
- Currently supporting over 150 locations in the US and Canada
- Integrated two acquisitions into the program with over 1,800 contract workers and 35 suppliers
- Increased program adoption with multiple business units since implementation and expanded the program to a new business unit
- Achieved client and supplier NPS score increase from 25 to 77 within 3 years

## BEGINNING STATE

- No diversity strategy with all spend decentralized
- Lack of standardized processes for staff augmentation and SOW management
- Delayed payment processing to the suppliers
- No standard markups and rate card available for positions across the US and Canada
- Lack of reporting and analytics including well defined SLAs for the suppliers to measure performance
- Supplier compliance issues resulting in program guidelines not being measured

## THE SOLUTION

- Workspend was onboarded as a diverse supplier to enhance the MSP program with the goal of improving diverse supplier participation to cover locations in the US and Canada
- Program launch began with identifying diversity certified suppliers
- Workspend defined SLAs for hiring and SOW execution and delivery
- Implemented program analytics and reporting through our proprietary WRAP tool and the VMS
- Transitioned all supplier contracts to reside under and be managed by the Workspend MSP
- Established supplier scorecard



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