

# MSP

Modular • Transparent • Cost Reducing

A **diversity supplier** and **international** company, Workspend delivers tailored MSP programs adopting a Total Talent approach. Our modularized, highly tailored programs are underpinned by a lean operational model that produces predictable economies we pass on to customers.

## What is it?

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.

Workspend has evolved the Managed Service Provider (MSP) role towards an effective, purpose-designed service delivery model.

We blend best-in-class technology – to automate many of the largely manual data processing tasks – with a novel onsite, offsite, and offshore resourcing approach.

It means we deliver the same uncompromising 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 our customers in the form of reduced fees.

- ✓ Extend your talent reach
- ✓ Bring transparency over your indirect labor spend
- ✓ Minimize staffing agency fees
- ✓ Prevent over-paying for talent
- ✓ Manage day-to-day operations, risk and governance
- ✓ Install and operate a VMS to automate processes

## How does it work?

Our MSP approach achieves operational economies when delivering the essential processes MSPs deliver.

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. Progressive** - 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. Modular** – Our modular and tailorable service delivery model that combines onsite, onshore and offshore teams to maximize efficiencies 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.

