



## GLOBAL FIRST **GENERATION**

### **CLIENT PROFILE**

Global retail industry leader

### **CHALLENGE**

Limited visibility and uncontrollable costs

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In 2013, our global retail customer was seeking a managed services provider (MSP) to run their contingent workforce program, specifically for IT, clerical, and other professional skill-sets. With limited visibility and no control of their rates, and after 18 months of attempting to launch an inhouse program, our customer called upon Allegis Global Solutions (AGS), their current recruitment process outsourcing (RPO) provider, to intervene.

Additionally, our client was having issues aligning their project portfolio management (PPM) tool with the vendor management system (VMS) regarding hours worked by contractors and needed guidance from an experienced provider.

### **SOLUTION**

Since implementation, AGS has worked to successfully manage our client's 51 suppliers and 650 active contractors. Within the first year, we were able to provide increased program visibility, invoice automation, reporting and tracking, and various cost savings methods via bill rate management, tenure increases, and rebates. Additionally, AGS was able to work with the integration teams for our customer's PPM and VMS tools, and their architects, to better understand workstreams and various technical components, as well as provide necessary training for managers.

The AGS MSP program office continues to provide various improvements and offerings, including rate card management, cost savings initiatives, hiring manager and supplier training, and supplier optimization exercises, including the recent creation of a tiered distribution list for suppliers. Given supplier optimization

was not a route our client wanted to take, we placed their current suppliers into three various groups: preferred suppliers, secondary suppliers, and specialty suppliers to handle niche positions. Preferred suppliers received requisitions a full 72 hours prior to secondary suppliers, all of which help lead to a rebate of \$150,000 for our client in 2015.

### THE RESULTS

By engaging AGS as their MSP, our customer has realized continuous cost savings through the life of the program. In the first year of the program, we were able to save our customer nearly \$3M followed by \$3.4M in savings in 2014 and \$2M in 2015. Pleased with our successes and support, our customer recently signed a three-year extension with AGS.

### RESULTS

- Saved our client nearly \$3M in the program's first year
- Realized continuous cost savings throughout the life of the program: \$3.4M in 2014 and \$2M in 2015
- Achieved a \$150,000 supplier rebate in 2015



#### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.