

RECRUITMENT
PROCESS
OUTSOURCING

BUSINESS
PROCESS
OUTSOURCING

CONTINGENT
WORKFORCE
OUTSOURCING

HUMAN
RESOURCES
CONSULTING

CAREER TRANSITION
& ORGANIZATIONAL
EFFECTIVENESS

EXECUTIVE
SEARCH

THINK OUTSIDE.

delivering managed service program excellence globally

The use of contingent labor, consultants, and independent contractors has become a large component of your organization's strategy to enable a more flexible and cost-effective workforce on a global basis. Successfully managing this workforce across your enterprise will assist you in achieving key financial and operational objectives, from driving cost savings to enhancing diverse supplier spend. Failure to manage this workforce effectively can result in increased risk and costs, as well as decreased quality and compliance.

With more than 10 years of delivering contingent workforce outsourcing solutions for our clients across a broad range of labor categories, Kelly Outsourcing and Consulting Group (KellyOCG) will consult with you to design a comprehensive managed service program that provides you with the visibility you've been seeking for your flexible workforce. Supported by our global footprint and employment law expertise, our proven implementation and change management methodologies will ensure timely program adoption by both your internal customers and your supplier community.

Finding and implementing the right technology is also critical for enabling overall program success. While some managed service providers mandate that you use their proprietary technology, we understand that you want the flexibility to have interchangeable parts for your program, whether it's with the MSP, suppliers, or technology. As a result, we have partnered with today's leading procurement technology providers to develop a solution that is right for your environment. Through our strategic partnerships, you can take advantage of best-in-class technology as the market changes and evolves.

Through a partnership with KellyOCG, our customers have realized the following benefits:

Measurable Results

- Direct and Indirect Cost Savings
- Service Level Agreement Accountability
- Improved Supplier Performance
- Increased Customer Satisfaction

Risk Mitigation

- Adherence to Organizational Policies
- Supplier Contract Administration
- Independent Contractor Compliance
- Change Management Expertise

Global Execution

- Scalable Across Geographies
- Cross Border Recruitment
- Local Regulatory Expertise
- Enterprise Sourcing Alignment

Streamlined Workforce Management

- Total Lifecycle Management
- Accelerated Onboarding and Offboarding
- Performance Visibility
- Supplier Optimization
- Payroll Services

A case study:

KellyOCG streamlines supply base and saves customer nearly \$1 million

The challenge

A Fortune 100 company had permitted line managers to independently select their suppliers for staffing contractor positions. Over a period of five years, the list of suppliers had grown to more than 150. Many of these suppliers had only one contractor working for the company. The company's strategic sourcing group was seeking to decrease the number of suppliers to reduce maintenance of the supply base, leverage spend to a smaller group, and provide increased opportunity to a preferred supplier list.

The solution

KellyOCG consulted with the customer to oversee a scored review process with the ultimate goal of developing a smaller, more qualified supply base. The number of suppliers was reduced from 150 to fewer than 40. In order to establish consistent bill rates, suppliers were sent job descriptions and were required to submit competitive rates for positions in 25 regions throughout the country. From this information, a published rate card was developed, which was used as a foundation to provide further cost savings.

The results

KellyOCG was successful in optimizing the customer's supply base, driving more volume to fewer suppliers, while increasing overall supplier satisfaction and establishing a standard rate card. All of these measures resulted in close to \$1 million in savings for the customer. KellyOCG is now their partner around the globe.

Please contact us to learn how our solutions can help your company achieve its goals around managing contingent labor.

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Core components of an enterprise KellyOCG solution to manage your contingent supply-base include:

Global Program & Supplier Management

- Onsite/offsite program office dedicated to enterprise procurement of contingent workforce lifecycle
- Single point of contact for issue resolution, reporting, and contract management
- Best-in-class operational management enabled by leading third party technology solutions for online requisitions, timekeeping, project-based work, reporting, and more
- Increased supplier participation via advisory forums

Financial & Performance Management

- Competitive SLAs to ensure program accountability
- Proven bill rate methodologies for driving cost savings while maintaining overall contractor quality
- Responsibility for process compliance (e.g., onboarding and offboarding) and risk mitigation (e.g., reporting on tenure limits)
- Continuous supplier score cards to generate objective metrics for supplier optimization and vendor neutrality

Implementation & Change Management

- Deployment experience across Americas, Europe, and Asia Pacific regions
- Accelerated implementation supported by formal project plans and dedicated implementation resources
- Statement of work development for core business processes, scope, requirements, and deliverables
- Establishment of change management plan, including end-user/supplier training and communication