



## TRANSITIONING TO A **FULL-SERVICE MSP**

### **CLIENT PROFILE**

An Airline company

### **CHALLENGE**

Needed a technology-neutral MSP after incumbent VMS/MSP went under

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In 2008, our airline client's incumbent vendor management system (VMS), and acting managed service provider (MSP), went bankrupt. As a result, our client was forced to run everything manually via spreadsheets, and was looking for an MSP that was not only technology-neutral, but one that could provide visibility, technological improvements, and compliance, while filling various IT positions.

### **SOLUTION**

Upon award, Allegis Global Solutions (AGS) worked to quickly implement the MSP program, and was able to stand up a basic

instance of the chosen VMS, Fieldglass, in 30-45 days. Additionally, AGS put a drug and background policy in place to improve compliance, and implemented a supplier rebate program with 28 active suppliers. More recently, AGS was able to complete a supplier optimization programs after our client underwent a merger, resulting in the optimizing of 20 suppliers and a revamp of the distribution list, saving our client \$1.5M. quarter earned one day of paid time off, and were paid out at the end of the year for any unused days.

AGS also launched a number of non-monetary incentives to boost call center morale and further drive higher performance. For example, contractors with superior performance were able to bid on desired schedules for the quarter, often securing most sought after daytime shifts. Others won awards, such as Contractor of the Month, or recognition for top sales. All contractors were encouraged to participate in weekly alternative-apparel days with unique and fun themes, such as medical scrubs or camouflage. They were also able to enjoy a relaxed dress code with clothing of their choice, including jeans, sweatshirts, and flip-flops.

## THE RESULTS

- Created a supplier optimization program leading to \$1.5M in savings in 2015
- Achieved cost savings through rate card management – suppliers come in at nearly 10 percent below rate card
- Reduced time-to-fill from 27 days to 21 days



### 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.

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