

Company overview

INDUSTRY: FINANCIAL SERVICES

LOCATION: USA, UK & IRELAND

NO. OF EMPLOYEES: 50,000

Largest global provider of insurance, annuities, and employee benefit programs, with 90 million customers. Spread across over 60 countries, with more than 60 billion dollars in revenue.

Our client had a long-standing relationship with an established MSP provider. Over time as the business evolved, their demands had out-grown the traditional process-based MSP and their provider was unable, or unwilling, to meet the challenge.

The challenge

Our client's previous provider offered little in the way of innovation or service development and the traditional ways of working made the service less agile and responsive. While the client's talent profile and demand had changed their MSP model still focused on "controlling" staffing suppliers and was largely transactional. Our client needed an enhanced service for managers, ability to source new skills, but most importantly, a progressive talent partner.

Our goal was to implement a Talent Forward MSP with a focus on stakeholder engagement, talent acquisition and continuous improvement.

The outcome

By leveraging our Talent Forward MSP, underpinned by our Global Operating Method, Direct Sourcing, and Supplier Enablement strategies, our client has seen unprecedented improvements. Time-to-fill has reduced by 25 percent. Cost of talent has decreased by 5% for direct sourced workers. Hiring manager experience and supplier experience resulted in positive feedback to the contract stakeholders for the first time in years. Continuous improvement initiatives in CRM technology, joint initiatives with Talent Acquisition and global expansion have been launched. Time-to-fill has reduced by 25 percent which in turn has increased satisfaction among hiring managers. Data accuracy for SOW spend improved resulting in 100 percent accurate data and visibility.

The solution

We introduced an agile staffing model with business partners based at the client site focused on client stakeholders, hiring managers, and their talent needs. They are supported by our scalable off-site resources working to enable the supply chain to deliver the talent our client needs.

We introduced our Supplier Enablement approach which increased engagement and communication with suppliers while strategically aligning them to roles they were most suited. This improved performance and increased commitment. We also implemented Direct Sourcing which focused on high-volume roles to increase depth of talent while also decreasing time to hire and cost.

Our program defines, enables and tracks initiatives, ensuring the service remains ahead of the market and our client's competition.

FAST FACTS

Up to 1000 annual hires in the US and 50-100 annual hires in UK and Ireland

Technology used: Beeline

Roles hired include IT, finance, administrative, web services and infrastructure

Direct Sourcing has decreased time to fill by 25%

After process automation, data cleanup, and a manual review, we now present **100 percent** accurate data

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