

# Assignment Transition

## Manpower & Global Technology Services Company Predominant Supplier Program

### Business Issue:

A Manpower global customer needed to align with a staffing partner that could reduce their contingent spend in the U.S. through supplier consolidation. They also needed to improve service delivery with a goal to deliver year-over-year cost savings. The client selected a partner – Manpower – based on the capability of transitioning a large workforce, and implementation of streamlined processes and technologies that would enhance their on demand capabilities.

### Manpower Solution:

Our proposed solution included on demand centralized account management based on service, process and people; seven Centers of Service Excellence (CSE) and five Vendor on Premise (VOP) Sites; dedicated support crossing all lines of business; and best practices through efficiencies, synergies, alignment, and consistency.

The three key elements of the solution included:

- On demand operational management, including account management – order and assignment management, performance management, and contractor management
- Talent management – attract, assess, train, deploy, and retrain
- Improved operational performance – accurate and timely reports, qualitative and quantitative metrics for transition and implementation compliance, program satisfaction and operational results

### Benefits:

The transition saw a merging of Manpower's existing headcount (2700 administrative and manufacturing contractors) with the incumbent's headcount of 1200, as well as the implementation of an entirely new business model for the program.

Manpower started the transition of approximately 1,200 contractors, meeting each milestone for assignment transition activities by the operational "go live" date.

The transition was successfully completed in 10 weeks with no disruption to the client's business. The client has estimated the new program will result in a 10% savings over three years, or \$10 million over that period.



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