

Thought Leadership Series

Best Practices in Managing and Analyzing Services Procurement Spend

Moderator:

Diana Gabriel,
Vice President of Strategic Solutions, Staffing Industry Analysts

Guest Speaker:

Paul Gartland,
Director of Services Procurement for Allegis Group Services

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Thought Leadership Series

Welcome to the Staffing Industry Analysts 2012
Industry Thought Leadership Series

Suppliers Of Staffing Services Share Their Expertise

The Staffing Industry Analysts Industry Thought Leadership Series provides the perspective of the suppliers of staffing services. The views expressed in this webinar are those of the sponsor and not necessarily that of Staffing Industry Analysts.

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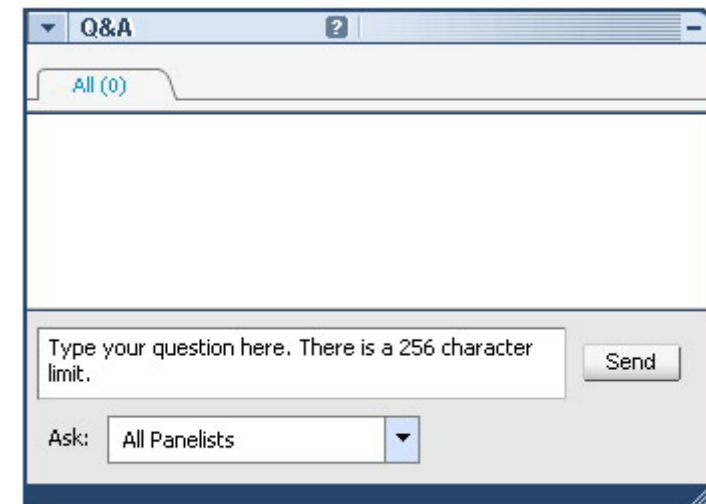


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- **Q & A:** To ask questions – use the question function on the webcast control panel
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- **Slides:** Copies of the slides used will be distributed to all attendees within 24 hours following the webinar
- **Replay:** A replay of the webinar will be available for CWS Council Members at www.staffingindustry.com

Q&A icon



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Staffing Industry Analysts is the global advisor on contingent work

- **Over 700 firms benefit from our international research services**
 - 19 of the worlds 25 largest staffing firms are members
 - More than 55 Buyers of contingent labor are members of our CWS Council, representing over \$100 billion in annual contingent workforce spend
 - Customers in more than 25 countries
- **Founded in 1989**
 - Acquired by Crain Communications (\$200M media conglomerate) in 2008
 - Headquartered in Mountain View, California and London, England
 - 80+ years of industry and advisory service experience among executive team



CONFERENCES



RESEARCH



ADVISORY





Where: San Diego Hilton Bayfront San Diego, CA



 2012 CW RISK
FORUM

September 18-19, 2012

 2012 CWS SUMMIT
SAN DIEGO

September 20-21, 2012

Our Speakers Today

Speaker:
Paul Gartland, Director of
Services Procurement for
Allegis Group Services



Moderator:
Diana Gabriel
VP of Strategic Solutions,
Staffing Industry Analysts



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Best Practices in Managing and Analyzing Services Procurement Spend


June 6, 2012

*Transforming the Way the
World Acquires Talent*

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Overview

- 
- Introductions
 - What is Services Procurement
 - Evolution of SOW Management
 - Best Practices in Managing & Analyzing Spend

Talent Solutions

MSP – 70 current programs

RPO – 20 current programs

Allegis Partners, Executive Search and Advisory Services

Recent Accolades

General Motors

Supplier of the Year, 2002, 2010, 2011

Microsoft

Diversity Excellence, 2010

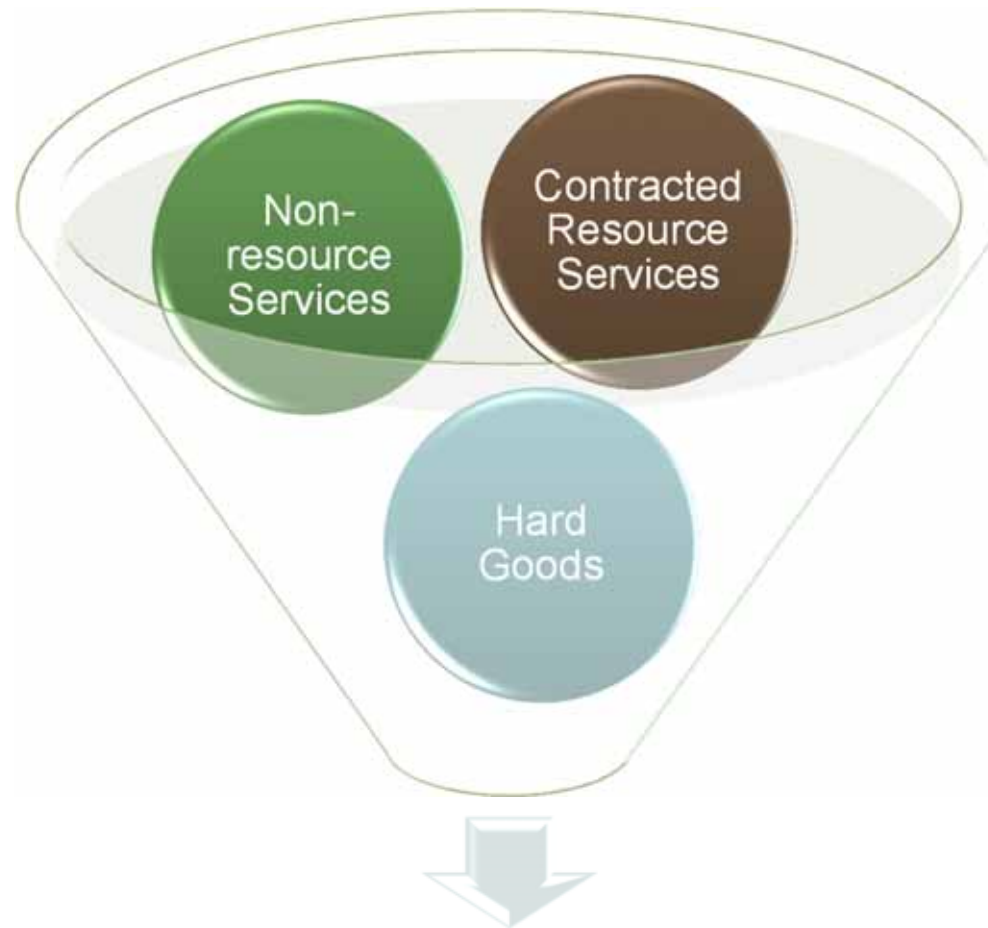
Rockwell Automation

Market Supplier of the Year for Overall Outstanding Performance, 2011

**\$2B in SOW/Services
Procurement Spend**

44 countries ● \$3B in MSP spend under management ● \$8.3B in revenues (parent company)

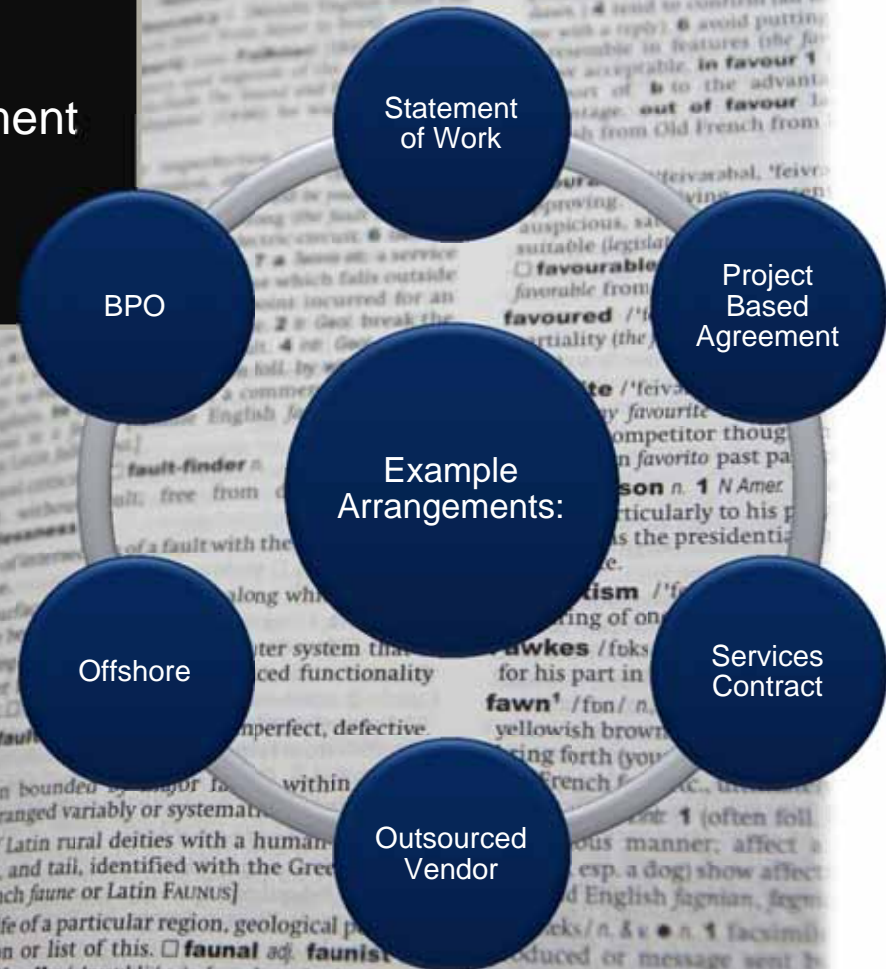
What Is Services Procurement Spend?



Indirect Spend Categories

What Is Services Procurement?

Services Procurement- contingent workforce providing services on an arrangement other than just time and expense and not managed day-to-day by a client employee



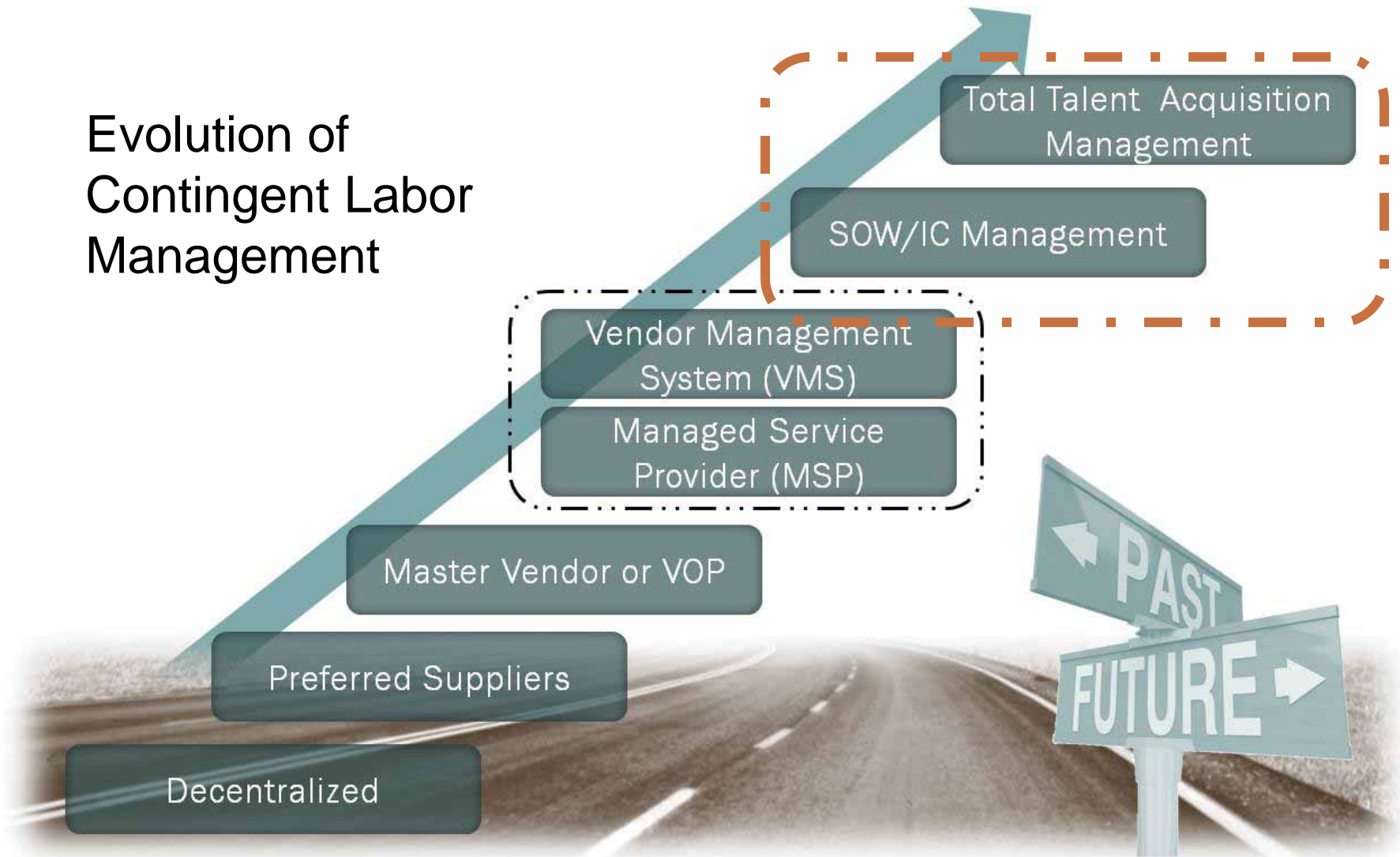
Poll #1

Who is managing your Services Procurement spend today?

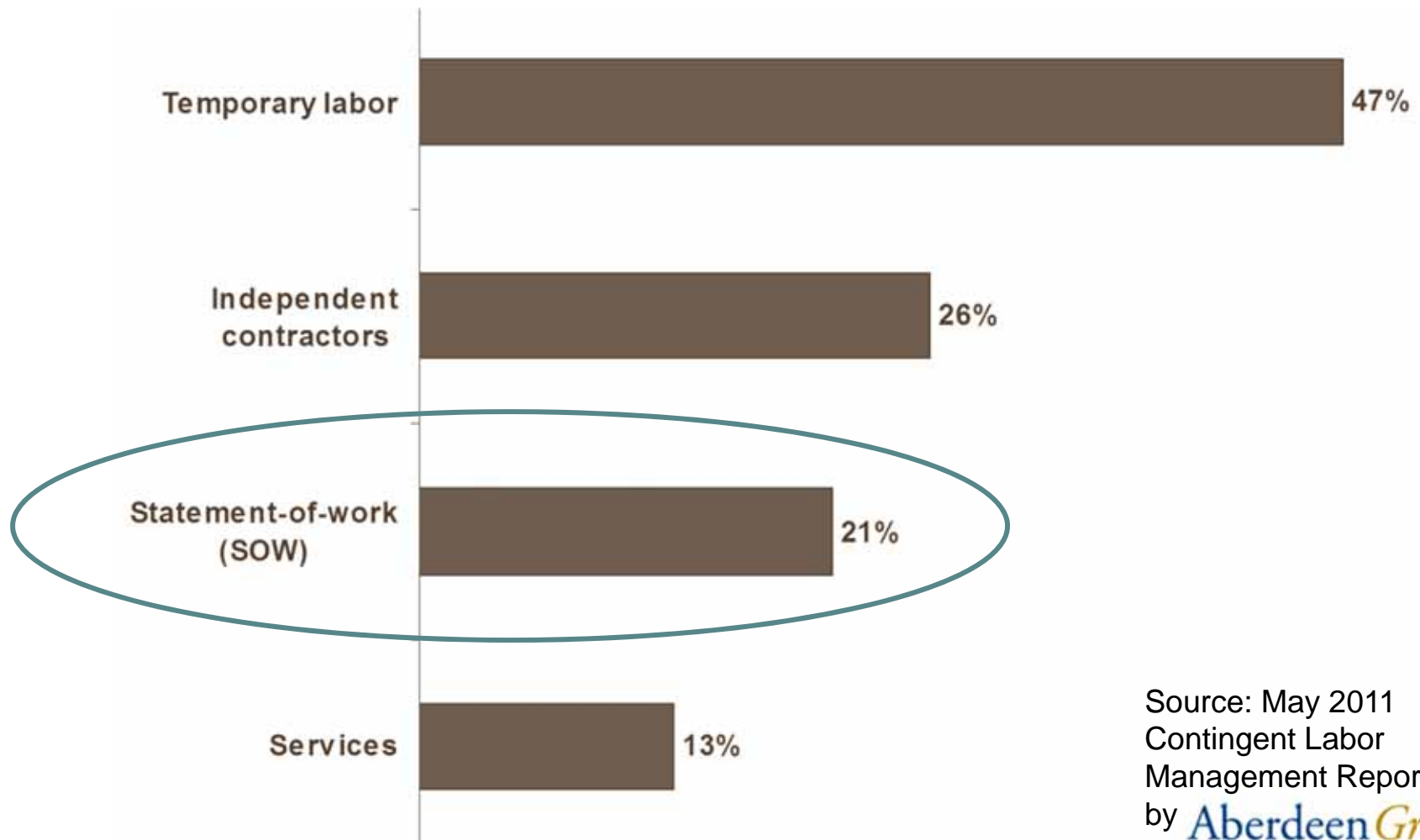
- 1) Internal program office
- 2) Third party provider
- 3) Unsure

SOW- An Emerging Trend

Evolution of Contingent Labor Management



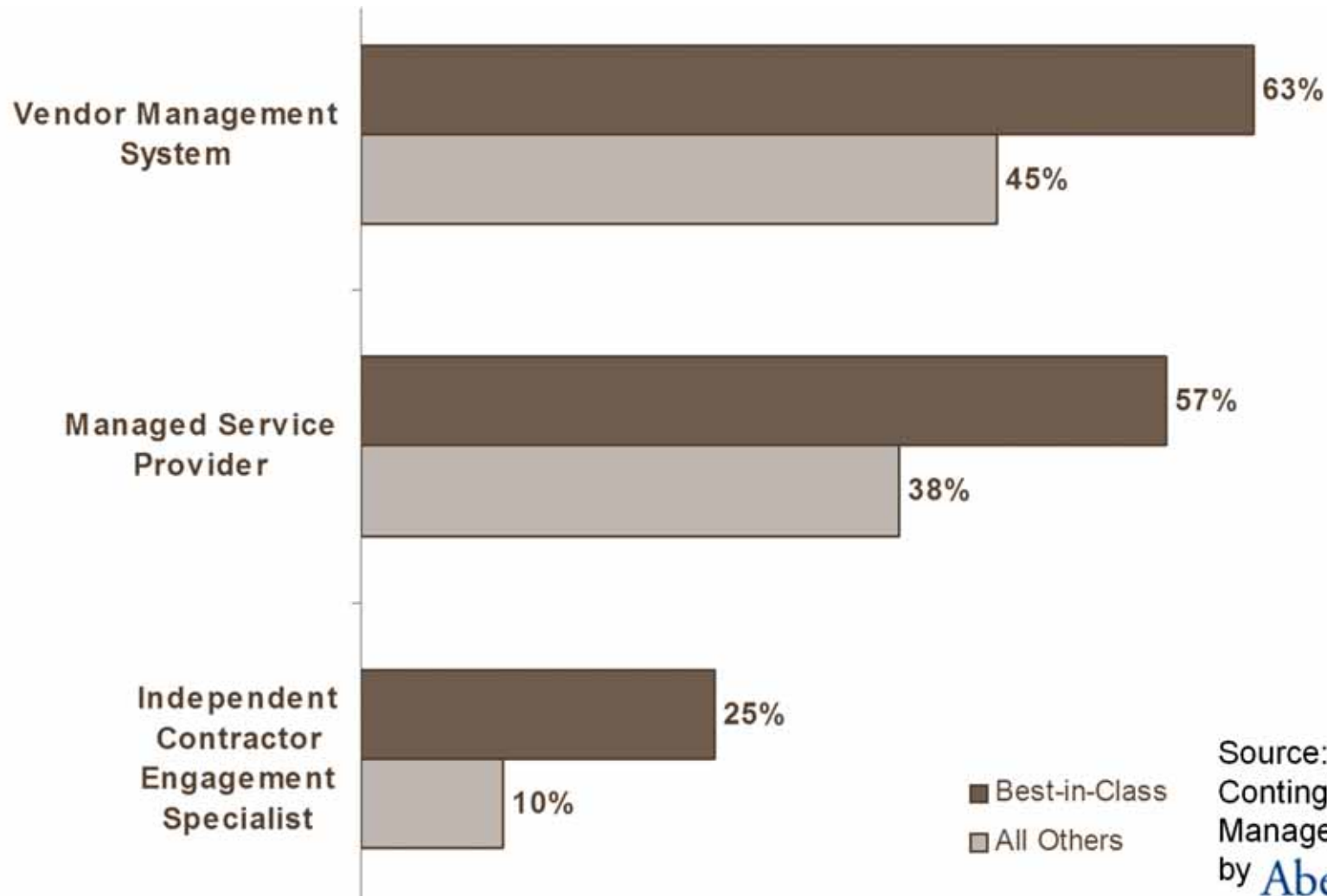
Contingent Labor Spend Areas with **High Visibility**



Source: May 2011
Contingent Labor
Management Report
by **Aberdeen Group**

Market Overview-SOW

Best-in-Class Solution Utilization



Source: May 2011
Contingent Labor
Management Report
by **Aberdeen Group**

Managing Services Procurement

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Polling Question #2

How important is it that your workers are classified correctly?

- 1) Very important
- 2) Somewhat important
- 3) Not important

Contractor vs. Consultant Review

Contractor

- Person
- Resumes
- Staff augmentation
- Hourly
- Business unit accountable
- Customer controls

Consultant

- Firm
- Request for Proposal
- Specialized expertise
- Milestone
- Consulting firm accountable
- Customer defines

Polling Question #3

Do you believe your workers are classified correctly?

- 1) Yes
- 2) No

Efficiencies Gained By Management

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Process Efficiencies

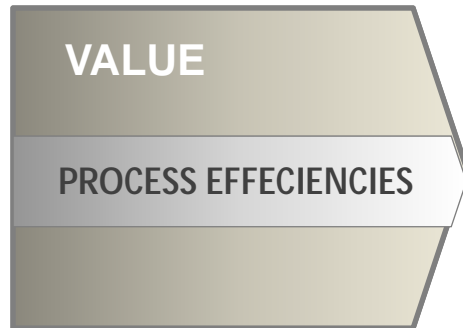
Transparency

Reporting and Analytics

Controls and Compliance



Value of Program



PROCESS EFFICIENCIES

- Standardize workflow and single intake system for all contractor and service needs
- Reduce business owner involvement in back office activities
- Streamline SOW hand-offs and on/off-boarding
- Simplify review and approval of invoices
- Decrease cycle time



VISIBILITY

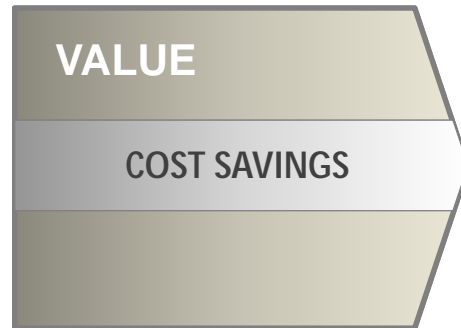
- Provide visibility into consultant rates across suppliers and projects
- Improve transparency into suppliers selection and relative suppliers performance
- Increase competitive bidding
- Provide controls to eliminate consultants from double billing on multiple engagements



CONTROL & COMPLIANCE

- Reduce number of after-the-fact SOWs
- Automate and improve controls around on-boarding and off-boarding
- Reconcile time cards, expenses and deliverables to invoice
- Evaluate and manage suppliers and enhance approval process
- Standardize rates across all labor categories

Value of Program



COST SAVINGS

- Assessment ensures the project and workers are properly classified
- Reduction in contract leakage, statement of desired outcomes, quicker project starts
- Competitive sourcing or tender of service providers and contracts produces tangible results
- Supplier performance and risk management
- Services category management



BUSINESS INTELLIGENCE

- Allow for tracking of consultant time by individual and by project
- Simplify tracking of travel expenses
- Simplify accruals management
- Simple and easy reporting on a project or business unit level
- Improved analytics: analyze rate alternatives across contractors and consultants for like skill sets

- Streamlined SOW and amendment approval process
- Quicker on boarding and project startup
- Faster invoice payments
- Easier payment reconciliation to client projects / SOWs
- Real-time reporting on project agreements, project budgets, upcoming milestones, spend to date, payment request status, and change orders
- Access to additional SOW / project requests from other departments or business units within client organization
- Increased supplier visibility within client organization via supplier performance management

Best Practices Managing & Analyzing SOW

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Centralized Program

Technology

Process Standardization

Utilization of Analytics



Polling Question #4

What is keeping you from putting a strategic process in place for management of your SOW?

- 1) Little value to my organization
- 2) Change management too difficult
- 3) Don't know where to begin
- 4) Have tried before and not been successful

For more information contact...

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Time for your questions...



June 21, 2012

North America- Legs & Regs Legal Update

July 11, 2012

Europe-Choosing the Right Contingent Workforce
Programme for Your Needs

Slides and Replays

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THANK YOU!