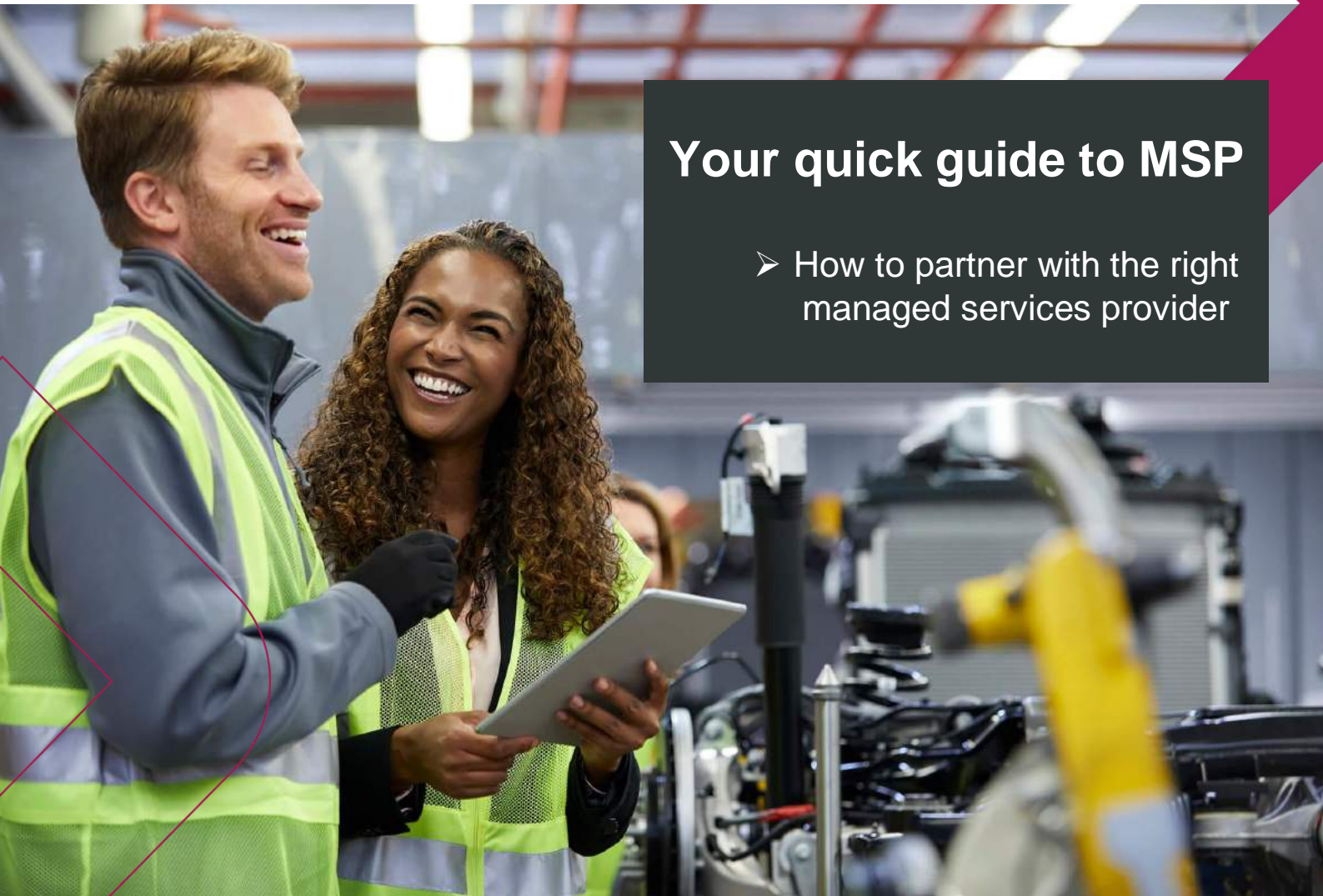




An SRG Report



Your quick guide to MSP

- How to partner with the right managed services provider



An SRG Report

Introduction

Contingent working has grown at a phenomenal pace in recent years. With contingent workers (ie. non-employees) comprising well over a third of the workforce in both the UK and US, attracting the best contingent talent will likely feature high on most organisations' recruitment agendas.

In today's fiercely competitive STEM (science, technology, maths and engineering) recruitment landscape, however, finding the right people – those equipped with the most critical, in-demand skill sets – is an increasingly costly and time-consuming process.

For HR directors, calling on outside assistance is proving an increasingly popular decision. As more companies come to appreciate the advantages of moving certain day-to-day business functions to a third-party expert, outsourcing to a technical managed services provider (MSP) is fast becoming the contingent workforce solution of choice for STEM organisations across the globe.

By bringing transparency to your contingent workforce and implementing agile programmes across your organisation, the right MSP solution can help you attract and retain the best contingent talent, futureproof your workforce, iron out inefficiencies and drive business growth.

This short guide is intended to give you a rounded picture of managed services so that you can make the best decision for your business. I hope that you find it useful.

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What is a managed service provider (MSP)?

According to Staffing Industry Analysts, an MSP is:

“A company that takes on primary responsibility for managing an organisation’s contingent workforce programme. Typical responsibilities of an MSP include overall programme management, reporting and tracking, supplier selection and management, order distribution and consolidated billing.”

By calling on the expertise of a third-party solutions provider — particularly one with a dedicated account management team, an optimised vendor management system (VMS) and a focus on control and cost savings — an MSP solution is one of the most effective ways a business can successfully manage its contingent workforce.

In the recruitment industry, the term ‘MSP’ can refer to either a managed service programme OR a managed service provider. The difference between the two is that a managed service programme is a contingent workforce *solution* (CWS), while a managed service provider is a *specialist* that delivers this solution.

In other words, ‘managed service programme’ and ‘contingent workforce solution’ can be used interchangeably to describe the service offered by a managed service provider like SRG.



The core tenets of an MSP programme

A robust managed service programme provides complete oversight into the status of each contingent worker at your company — optimising contingent workforce management and driving performance through people, processes and technology.

The defining features of a managed service programme typically include:

- **Management of the non-perm workforce (timesheets, payroll, HR, queries, onboarding, etc.)**
- **Access to qualified pools of talented candidates**
- **An efficient, end-to-end recruitment process**
- **A compelling engagement programme to retain and integrate the workforce**
- **Contract and supplier management**
- **Candidate selection**
- **Data-driven analysis**
- **Invoice management**
- **Frequent progress reports**
- **Business reviews**

Gain full control of your workforce

When you engage an MSP, you decide exactly which operations you want managing externally and which ones you want to remain in-house. You will also retain some managerial control and responsibility for the services or processes being outsourced. The MSP, meanwhile, will take over the more time-consuming, complex and repetitive tasks.



7 more business benefits of an MSP solution

In an increasingly competitive contingent talent market, turning to a managed service programme brings several key benefits to a business.

- 1) **Talent.** Hiring managers can easily acquire strong talent thanks to streamlined, standardised processes across all suppliers — driving down time-to-hire.
- 2) **Visibility.** You'll gain oversight of the entire contingent workforce via a tailored VMS that provides regular reporting and a clear audit trail.
- 3) **Compliance and risk mitigation.** With external experts managing all legislative and governance requirements, you'll be brought up to speed on compliance best practices and ensure your business is fully compliant.
- 4) **Supply chain efficiency.** By running all contractor and supplier engagement through a single trusted provider, you'll significantly reduce the administrative burden.
- 5) **Agility.** With the experience of a managed service provider to call upon, you can better respond to market shifts and improve efficiencies — making your organisation more agile in the process.
- 6) **Cost savings.** A managed service provider will secure you substantial cost savings through exercises such as supply base reduction and staffing benchmarking.
- 7) **Scalability.** Working with an extensive supplier base, a managed service provider can find you alternative sources of talent when your supply chain fails to deliver — enabling you to scale your programme up or down according to your immediate business needs.

The bottom line?

Utilising an MSP is a win-win for any business with a sizeable temporary workforce. By building relationships with your business users to understand the ins and outs of your organisation, the MSP's dedicated team of industry experts manages your suppliers, sources top talent and drives best practice on your behalf — and under your terms.



Is an MSP solution right for my business?

If your organisation has a medium-to-large contingent workforce, a managed service programme may prove the ideal solution. Whether you're looking to improve visibility, compliance, or control, or simply want a fresh recruitment strategy with a new partner, managed service programmes can be tailored to address the key challenges your business faces.

That said, managed service provider solutions don't work for every business — particularly those without sizeable contingent workforces. If you're a scaleup or a startup with a smaller contingent workforce, for example, another recruitment service may prove a better fit.

When deciding if an MSP is the best way to fulfil your contingent goals, you'll need to turn your gaze inwards.

Step 1: Gauge your business needs

An outsourced workforce solution is a big commitment for any HR or procurement leader.

Confirming your requirements, engaging potential providers, picking a suitable partner and implementing the programme can all take upwards of a year. But the business value — both operational and financial — which can be unlocked from an MSP is significant enough to warrant serious consideration.

To figure out whether an MSP is right for your business, be sure to ask yourself the following questions:

- *Are you employing more contingent labour than before?*
- *Is your contingent workforce becoming more complex?*
- *Is the compliance of your temporary workforce a concern?*
- *Is having visibility of contingent workforce spend throughout your business a challenge?*
- *Are you struggling to find the talent to drive business success?*
- *Is recruiting and managing contingent workers distracting your managers from their core priorities?*

If you've answered "yes" to any of these questions, then an MSP solution could be the right option for your business.



How to choose an MSP partner you can trust

You've decided that a managed service programme is the right solution, but which provider to choose? There's certainly no shortage of managed service providers out there and the abundance of options can feel overwhelming.

Before launching yourself into a partnership with an MSP, **make sure to build a clear picture of what your business wants to achieve from the arrangement.**

Do you want to close the skills or resource gap at your organisation? Do you want to leverage new technologies to drive digital transformation or relieve pressure from the IT team? Or do you simply require assistance with a specific workforce problem that cannot be dealt with internally?

Setting clear goals or objectives will form the bulk of your brief to prospective MSPs and help you measure success down the line.

Step 2: Interview prospective MSPs

You should perform due diligence by asking prospective MSPs a series of questions to assess their compatibility with your organisation. For instance:

- How long has the MSP been operating?
- Are they transparent about financials?
- Are they able to grow with your company?
- Do they understand your brief?
- What investments have they made in technologies and support tools?
- Do they provide reporting? If so, what sort of reporting is it?
- What services are outlined in their internal SLAs?
- What recruitment processes do they follow?
- Will the CEO or Managing Director be involved?
- What are the MSP's ethos and values?
- Do they understand the technical requirements of your business and workforce?

Acquiring this information from the responses of each MSP on your shortlist will help you form a clear picture of which one best aligns with your company values and project goals.

Finally, once you've decided on a particular MSP, really take the time to get to know them. Build relationships with key stakeholders, get to grips with their SLA



and make sure that your respective strategies can evolve together. After all, it's likely you'll be working with them for years to come.

Tailored workforce solutions via SRG

At SRG, our team are experts in science, clinical and engineering — giving us unparalleled insider knowledge and industry expertise.

By harnessing intelligent data and forging mutually beneficial partnerships in the recruitment sector, we've been helping some of the largest STEM organisations with their planning and recruitment solutions for thirty years. In other words, we're helping businesses to think bigger and go further.

As your dedicated managed service provider, we'll take responsibility for your entire contingent recruitment process — providing bespoke talent attraction programmes that free you up to concentrate on what you do best. Through our high-touch approach to managing contingent workers, we'll give you the visibility and control to build an engaged, future-ready workforce.

To discuss your contingent workforce needs and see what SRG can do for you, please get in touch via emma.brown@srgtalent.com or +44 (0)7557 060 000.

