



## An end-to-end MSP delivers results year after year

KellyOCG® delivers a one-stop solution for the full cycle of staff augmentation and Statement of Work within the large MSP program of a global technology leader

### THE COMPANY

The client is a renowned technology leader and major manufacturer of the microprocessor chips found in desktop, notebook, and server computers—plus semiconductors for the industrial, medical, and automotive markets.

### THE CHALLENGE

The business group was having issues with control, delivery, and compliance in their regional MSP program. Total cost to manage their contingent talent resources had become expensive and inconsistent.

### THE SOLUTION

Experts from KellyOCG consulted on a solution that worked seamlessly with the client's existing MSP, featuring dedicated support for project management and shared services in key program areas.

### THE RESULT

Between 35% – 45% cost savings against previous bill rates, year after year. Plus ongoing market insight and supply chain management concepts that optimized spending and transformed the MSP program.

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The client has been creating world-changing technologies that have enriched the lives of people everywhere for more than 50 years. KellyOCG has been an integral part of bringing their vision to life, by delivering excellent governance within their Managed Service Provider (MSP) program across multiple locations in the Asia-Pacific since 2015.

On average, the client's Contingent Work Outsourcing program has between 800 and 1,200 contract or temporary employees on assignment. Before KellyOCG, outsourcing such a large population of workers for staff augmentation was causing issues for the client with control, delivery, and compliance.

The overall cost to manage its contingent talent resources had become expensive and inconsistent. The company was struggling to derive cost savings from the MSP. Reporting data and visibility were a huge challenge. They began looking for an end-to-end solution that would create efficiency and cost savings, with 100% compliance and adherence to their desired process and practices.

KellyOCG experts know that a great MSP partner has to deliver on more than cost savings—it should provide value wherever it makes sense to every part of a business. A team consulted to find a solution that worked together seamlessly within the client’s existing MSP model for staff augmentation. One key element was dedicated support for project management and shared services in critical program areas like supplier chain engagement, financial services, reporting, analytics, and centralized operations.

The team was also careful to conduct trainings and host knowledge transfer sessions with the client’s hiring managers to improve their productivity and output. They developed highly effective work training and retention plans to help ensure that all contingent talent in the program could excel in their roles. And they continue to administer and optimize the program’s supplier network, including key responsibilities for onboarding and offboarding, to support the ongoing effort.

The KellyOCG MSP solution has ultimately saved the client between **35% – 45%** cost savings against their previous bill rates, year after year. The client has gained strategic advantage from increased visibility into their program data and better efficiency through reporting from the program’s VMS tool.

This insight has led to improved control, with 100% compliance and adherence to the program’s process. Regional MSP experts from KellyOCG have become a seamless extension of the client’s team. Based on their consistent performance, the program has been extended continually since 2015.

## Our value

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### About KellyOCG

KellyOCG is the Outsourcing and Consulting Group of workforce solutions provider Kelly Services, Inc. KellyOCG is a global leader in innovative talent management solutions. Visit [kellyocg.com](https://kellyocg.com) to learn more