



A Smooth MSP Transition in Australia

With the implementation of a dynamic MSP programme, KellyOCG® helps an Australian government agency improve its data quality, increase compliance, and realise greater cost savings.

THE COMPANY

A department of the New South Wales government in Australia focused on providing various services and administering regulations.

THE CHALLENGE

As the government department's MSP contract was set to expire, it pursued a provider that could deliver more streamlined processes and increased cost savings.

THE SOLUTION

As the MSP programme successor, KellyOCG not only took on the administration of the programme, but also enhanced processes, data controls and analytics as well as visibility of current queries under management.

THE RESULT

Following a smooth transition from the previous MSP with minimal disruption to the client and key stakeholders, the KellyOCG-administered programme delivers enhanced reporting capabilities, compliance, and significant cost savings.

For the first time, a New South Wales state government department was looking to transition an existing Managed Service Provider (MSP) programme to a new provider. As the department's existing MSP contract came to a close, it sought to transition to a provider that would help improve reporting capabilities, data integrity, supplier adoption, compliance, and cost savings for the programme. With more than 1,600 contractors in the programme, it was also crucial that the selected provider minimise disruption throughout this inaugural transition.

Having seen KellyOCG successfully deliver numerous workforce solutions across other NSW government departments, the department in question felt confident that our team was the best fit for their MSP programme.

Once engaged, we worked diligently on the MSP transition. The move to KellyOCG was quick and seamless, taking approximately eight weeks. We worked closely with the incumbent/outgoing MSP provider and together, minimised impact on suppliers and hiring managers throughout the transition, maintaining service levels, and ensured its overall success. A smooth transition of such a large-scale programme was no easy feat.

After the transition was completed, KellyOCG quickly became more than just an administrator; we acted as a true partner and consultant, listening to the client and working to understand their needs. We began data remediation activities, established governance surrounding the programme, and introduced a Customer Relationship Management (CRM) platform. We also put in place more sophisticated reporting tools and a Project Management Office (PMO) model to ensure service delivery, efficiency, and process excellence.

Our goal was to bring KellyOCG’s culture of continuous strategic improvement to the department, establish connections with the right stakeholders, and ultimately, drive greater cost savings.

While this engagement remains ongoing, our programme has already yielded significant results for the department. The visibility of current queries and issues under programme management have been improved, thanks to the CRM platform. Beyond seamlessly managing the transition of the MSP, we’ve demonstrated our ability to increase programme capability, drive cost savings, reduce risks relating to organisational reputation and regulatory compliance, and ensure data quality. An early review by the client was a success, with the government department praising our operational delivery, presentation, and reports.

Always looking toward the future, we have already developed a roadmap for phase two enhancements, including configuration improvements, data, reporting, operational processes, and a service focus.

Our Value



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.

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