

## Company overview

INDUSTRY: **TELECOM**

LOCATION: **CANADA**

NO. OF EMPLOYEES: **OVER 50,000**

**Large Canadian Telecom company. Delivers a wide range of service innovations to consumers, businesses and government customers across Canada including LTE Advanced, Fiber Internet and TV, Wireless Home Internet, cloud and data hosting, IP voice and collaboration, and more.**

Prior to our partnership, our client was considering taking their Managed Service Program (MSP) in-house due to dissatisfaction with their previous MSP provider. The client and suppliers had given up on the MSP and even found it easier to work without it. Hays was brought in as the MSP provider to overhaul the broken program and establish processes and standardizations that were previously non-existent.



### The challenge

Our client's previous MSP was providing no innovation, guidance, consultation or collaboration. It was a strictly transactional relationship with zero partnership, and it was clear the provider did not keep up with provincial guidelines or pertinent industry knowledge to educate our client. In addition to these factors our client found workers were not documented properly and up to date on compliance paperwork, hiring managers were having trouble navigating the program, and the payroll process was cumbersome and inefficient. Overall, our client was not getting what they were paying for from their MSP service. Key focus areas included, payroll processes, identifying and properly classifying workers, and uncovering issues while rapidly resolving them.



### The solution

Key areas of focus included, payroll processes, identifying and properly classifying workers, and uncovering issues while rapidly resolving them. Our operational delivery model provides support through business partners and subject matter experts with a focus on guiding hiring managers through the recruitment process, from start to finish. We helped manage the small and large details so that managers could better navigate the process. We introduced our Contract Management Office (CMO) service to provide contract structure and administrative functionality based on project and worker. We also started tracking and managing portions of their SOWs which allowed them to be properly invoiced. Lastly, we leveraged support from our International Sourcing Center (ISC) to perform transactional, back-office tasks such as payroll.



### The outcome

By enabling and streamlining these processes we were then able to focus on developing innovative and forward-thinking strategies for our client. We were able to take a consultative approach to their program and advise them on next steps moving forward. Ultimately, partnership and collaboration alongside our ability to work quickly and effectively played a significant part in informing our client's decision to appoint Hays as a long-term successor.

## FAST FACTS

Delivered 750-800 hires annually using Fieldglass technology

Roles hired: Information & Data, Network Engineers, Security Analysts, Call Center Personnel & Systems/Network/Security Architects

Provided MSP, CMO & SOW services across all provinces and territories across Canada

Updated rate cards to reflect the current market resulted in a reduction of over 20%

All independent contractors have required documentation and are up to date on all compliance paperwork, resulting in a 100% compliant program

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