

Company overview

INDUSTRY: GLOBAL CONGLOMERATE

LOCATION: 130 COUNTRIES

NO. OF EMPLOYEES: 174.000

Our client GE brings innovative solutions to the market that provide important energy, health and transport infrastructures. The company operates with the highest integrity, compliance culture and respect for human rights, while reducing the impact of technology and its own environmental footprint at the same time – driven by the goal of creating a world that works.

The challenge

Due to the slow and non-standardised hiring processes for temporary personnel in the project business, especially in the service (maintenance), production and engineering areas, the client was looking for a Managed Service Provider (MSP) to optimise the procurement process for external workforce. Lack of transparency of the contracted specialists and of seasonal fluctuations control were the client's main pain points. Power plant maintenance is a seasonal business and our client as well as his competitors need specialists with the same skills at the same time. Limited access to temporary staff during such periods impacted overall operating costs and profit growth.

The solution

We implemented a Managed Service Program as a neutral vendor model for blue and white collar with an off-site (near-site) MSP Service Delivery Team. In this case, the Vendor Management System (VMS) 3 Story Software by Hays ensures the necessary transparency in the process. Together with the client, we have continuously expanded the Managed Service Program to 50 sites in Germany and to the management of service contracts. To counteract seasonal fluctuations, we have introduced a demand and order planning. Our MSP Service Delivery Team conducts demand planning sessions with the hiring managers. Based on the results, pre-seasonal ordering of external labour is made to ensure the continuity of supply for each season.

The outcome

The cooperation with Hays helped our client to optimise the procurement processes for external skilled workers, to implement a transparent process for the selection of external skilled workers and to leverage seasonal variations through demand and order planning. Furthermore, the desired optimisation of the supplier portfolio in terms of quality, performance and number was achieved using the scorecards, supplier development programs and workforce assessment introduced by Hays.

FAST FACTS

MSP service at 50 different locations

104 managed temporary employment agencies

More than 950 commissions / year