

Company overview

INDUSTRY: IT SERVICES

LOCATION: 28 IN GERMANY

NO. OF EMPLOYEES: 3,000

Our client is one of the leading German IT service companies. More than 3,000 employees at locations throughout Germany design, implement and operate IT infrastructures and business applications, such as SAP. Our client is a full-service provider and supports over 600,000 IT workstations worldwide for medium-sized and large companies as well as public clients. The company is growing both organically and through acquisitions.

The challenge

We defined the following key areas for the collaboration with Hays as part of a Managed Service Program (MSP):

- Consolidation and management of suppliers
- Administrative support for the specialist departments by standardising the processes and increasing transparency
- Risk minimisation through standardisation and introduction of compliance processes in the field of temporary employment

By introducing the central Vendor Management System (VMS) 3 Story Software, the client aimed to centralise procurement processes and increase staffing speed.

The outcome

After an implementation phase of only 4 months, we launched an MSP for external staff in temporary employment. The heart of the Program is the Hays Service Delivery Team. The team takes care of the day-to-day business, the concerns of the HR department, the specialist departments and the service providers, and thus stands for the success and high satisfaction of all stakeholders. The VMS 3 Story Software by Hays ensures sustainable transparency and the automation of the process steps.

The solution

The implementation of this solution optimised the procurement of external specialists and increased the transparency of processes and conditions. This allows our clients to plan their own customer projects even better and gain valid information about available specialists and costs. The relationship of trust between the customer and Hays at all levels provides the ideal basis for both a constructive cooperation in day-to-day business as well as a smooth integration of purchases into the existing MSP.

FAST FACTS

19+ participating companies at 28 locations throughout Germany

≈ 50 projects completed per month

Approx. 20 managed suppliers