

Case Study:

Managed Programs

CDI implements Managed Service Program for improved performance.

Client Description:

A global power and energy solutions provider, the company supplies a wide range of products and services for power generation, transmission and distribution as well as for the production, conversion and transport of the primary fuels oil and gas.

Situation:

The client was using services from over 100 staffing suppliers and lacked a method of accountability and control. They wanted to replace their existing staffing supplier program with a managed staffing program that could reduce costs and improve performance. In addition, the client was managing domestic and international projects from an office that required over 500 contingent employees annually.

CDI Solution:

CDI implemented a Managed Service Program and supplied the client with a wide range of talent from engineering to IT and clerical professionals. From the origination of the labor requisition to the termination of the assignment, CDI managed all of the processes for the client. CDI also set up a metric system to monitor key measures such as response time and retention of resources. In addition, CDI worked with the client to provide vendor management services, reducing the supplier base and selecting suppliers that supported the programs quality guidelines.

Results:

CDI provided recruiting coverage for all geographies, resulting in cost savings via standard rate sheet and volume pricing. All contingent staffing activity was also consolidated under a single master management contract, increasing cost efficiencies. Through consistent rates, volume discounts and efficient use of vendor support, CDI delivered approximately \$1M in cost savings annually. The number of staffing suppliers was reduced from over 100 to less than 40 and improvements were made in productivity and efficiency.