

Case Study:

# Managed Programs

CDI provides unique approach for management of large temporary staff.

**Client Description:**

The client is a global technology corporation with a history of innovation in aerospace, aviation, helicopter design, climate control, elevator design, and hydrogen fuel cells. The client currently employs 220,000 employees, over half of which are based outside of the United States.

**Situation:**

Due to a large number of temporary labor employees, the client was in immediate need of a unique managed services approach. The client had over 500 temporary labor employees and required assistance in managing the staff. As an added challenge, the client also needed to coordinate the hiring of 555 technical/professional staff at their corporate headquarters in Boston.

**CDI Solution:**

CDI implemented a Managed Service Program (MSP) solution in order to address the client's need to better manage temporary staff. Working with their line managers, a training program was implemented to provide the client with a qualified pool of candidates possessing the skills required for a multitude of positions. To meet the client's immediate staffing needs, CDI worked with senior human resource managers and manufacturing directors to devise a recruitment solution. CDI convened a pre screened SWAT Team of technical recruiters from across the country – each one selected based upon their experience in filling similar contingent positions. The SWAT Team worked closely with CDI's on-site team and the client's managers to run job fairs, interview candidates on site, coordinate on-site job fairs and coordinate with outplacement/referral centers.

**Results:**

Through the use of a MSP solution, CDI was successful in implementing a program to manage the temporary labor pool at the client site. As a result, the program now averages approximately 500 temporary and contingent employees at the client's Massachusetts and California locations through the use of CDI's internal service delivery team and approximately 50 sub-tier third party vendors. CDI's recruitment solution ultimately achieved a 95% fill-to-hire ratio within a three month time span. At the conclusion of the program, the SWAT Team was solely responsible for the fulfillment of 195 positions and through the coordination of job fairs, the fulfillment of an additional 206 positions. The positions filled included various levels of technicians and engineers in mechanical, electrical, electronic and similar disciplines. In total, CDI filled 535 out of 555 positions. The success of that initial time period resulted in the program being renewed for an additional three years. The client realized savings of more than \$16 million over the life of the program and was able to negotiate reduced rates for staffing as a result of the program's efficiency.