

I CONSOLIDATED
SUPPLIERS ✓

II ACCELERATED
PROCESSES ✓

III REDUCED
COSTS ✓

Managed Service Provision – Case Study



The company **Heidelberger Druckmaschinen AG**:

Heidelberger Druckmaschinen AG (Heidelberg) are a global solutions provider in sheet fed offset printing for commercial and industrial customers in the print media industry. With their headquarters in Heidelberg, Germany, the company focus in the entire supply chain for the most common format classes in the field of sheet fed offset and flexographic printing.

Background:

Heidelberg regularly need to recruit IT specialists to assist in supporting projects. In the years 2005 to 2008, external IT specialists were procured via the recruitment supplier Arcensis. In 2008, in a move to optimise their management and recruitment processes, Heidelberg selected Hays, as part of an invitation to tender, to be their single future recruitment vendor.

Objective:

Heidelberg wanted to optimise their business processes, automate staff procurement and reduce their total annual expenditure. In order to achieve this goal, in the future non-strategic suppliers were to be organised, coordinated, engaged and processed by a single vendor. Moreover, this single vendor had to provide the quality assured procurement of all external personnel resources.

Solution:

Since 2009, Hays have supported Heidelberger Druckmaschinen AG as a Managed Service Provider and have taken over the control of all non-strategic suppliers with a view to the following tasks:

- Direct procurement from the Hays Specialist Pool
- Optimisation and automation of procurement processes through the Hays e-Recruiting platform, XpertSelect
- Simplified management of resource usage through the Hays e-Recruitment platform, XpertSelect
- Acquisition of the contractual relationship for non-strategic suppliers
- Automation of billing processes by implementing an EDI interface
- On-site support of partners by a dedicated team of Hays experts
- Comprehensive monthly management reporting

Result:

By pooling non-strategic IT service providers, Hays were able to achieve significant savings during and after the transfer phase. The use of the e-Recruitment and resource management platform XpertSelect ensured optimisation of the procurement and management of external resources and internal resources can now once again concentrate on their core tasks. Since the introduction of this managed service, Heidelberger Druckmaschinen AG have quicker access to their required specialists and a better overview of current developments in the market.

Reference:

Sven Schober, Manager of Enterprise Architecture Process Services, Heidelberger Druckmaschinen AG: "With regard to the procurement and management of non-strategic IT service providers, we were fortunate to find such a very professional partner in Hays. Thanks to the high degree of integration of our purchasing and ordering processes with those of Hays AG, we were able to make the time required from informing Hays of our needs to the selection and engagement of suitable candidates more transparent and efficient. In addition, the excellent support we received from Hays allowed us to remain flexible and swiftly react to changes in our requirements, which of course always helps when it comes to presenting the benefits of outsourced Managed Service Provision to critical, internal stakeholders."