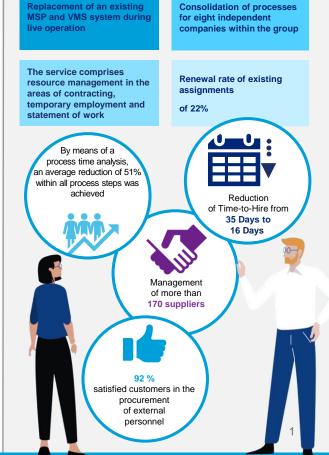
ORGANIZATION & OPTIMIZATION OF THE PROCUREMENT OF EXTERNAL IT SPECIALISTS



- Standardisation and optimisation of processes for the procurement of external IT resources.
- A reliable full-service provider was sought, which handles all contract types as Managed Service Partner (MSP) supported by a vendor management system (VMS).
- Success was measured by the following: transparency, compliance, delivery capacity, responsiveness and cost reduction despite replacing the previous MSP partner.
- In the end, the satisfaction of the department managers was particularly important, as they had to implement many process changes in short intervals.

- The core of the MSP programme is the team which is on-site at the client's.
- Quick access to the stakeholders enhances success and high satisfaction.
- The team is responsible for the entire recruitment process, the benchmarking for potential candidates, an active and transparent communication towards all stakeholders, the process consulting for a standardised approach of the divisions, and the representation of the client's interests toward consumers and suppliers.

DATEN & FAKTEN



We succeeded in replacing and further developing an existing MSP programme so that the individual effort and staffing times could be significantly reduced. The prudent introduction, which was supported by change management methods, as well as our high solution orientation significantly contributed to the success.

The service has been expanded by new services as required. Among other things, a quality gate was rolled out by the MSP in other group divisions for temporary contracts, including maximum leasing period and equal pay review.