

## ORGANIZATION & OPTIMIZATION OF THE PROCUREMENT OF EXTERNAL IT SPECIALISTS

BRANCHE: **MEDIA-, SERVICE, EDUCATION COMPANIES**

STANDORTE: **50 COUNTRIES WORLDWIDE**

ANZAHL MITARBEITENDE: **119.000**

### OUR CLIENT

Bertelsmann is a group of companies with 119,000 employees in approx. 50 countries around the world. In the financial year 2017, the turnover was EUR 17.2 billion.



"The department managers are very satisfied with our MSP programme. The on-site team proactively and reliably manages the processes, delivery speed and delivery quality are high."  
Senior Director (category IT services)



### THE CHALLENGE

- 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 SOLUTION

- 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.



### THE OUTCOME

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.

## DATEN & FAKTEN

Replacement of an existing MSP and VMS system during live operation

Consolidation of processes for eight independent companies within the group

The service comprises resource management in the areas of contracting, temporary employment and statement of work

Renewal rate of existing assignments  
of 22%

