

# OPTIMISATION OF MANAGEMENT PROCESS FOR PROCUREMENT OF EXTERNAL SPECIALISTS

Hays Talent Solutions controls the purchasing and management processes for external resources on behalf of an international pharmaceutical company.

## ABOUT THE CUSTOMER

The pharmaceutical company globally produces drugs for oncology, immunology, infectious diseases, ophthalmology and diseases of the central nervous system in more than 100 countries. Amongst others, it develops innovative products against diseases currently still difficult to treat. The company has more than 94,000 employees worldwide (2016).

## REALISATION

In 2015, we implemented a neutral vendor programme in the areas of IT and life sciences supported by the vendor management system software, SAP Fieldglass, and in cooperation with the pharmaceutical company. Since then, a ten-strong onsite operations team controls all procurement processes – from requests for a new external personnel resource and all onboarding/offboarding processes to payroll accounting. We are developing new supplier management and compliance concepts while individual and detailed reports are informing about procurement volumes, savings and external staff assignments and costs at any time. We consider the continuous further development of the internal customer processes as essential.

## OBJECTIVE

The pharmaceutical company was looking for a neutral partner optimising the procurement management and independently and autonomously controlling the purchasing area and personnel resources. It was explicitly required that this service provider does not place own specialists but acts as neutral vendor responsible for the management of the suppliers' processes. Another goal was to implement a management service programme meeting the current legal conditions in Switzerland, Germany, Spain and Poland. Moreover, the implementation of a vendor management system was to be supported.

## CONCLUSION

As MSP partner, we are successful in centralising the processes for the procurement of external specialists, making them more transparent and faster and in reducing costs at the same time. Our operations team is the central contact point for the customer and suppliers and is thus acting as extension of the purchasing department. Further highlight of the programme is: Next to the typical IT skills, we can also adequately fill vacancies in the pharmaceutical industry requiring niche skills.

” The quality was higher than expected, even for niche hires that we usually struggle to find. The team is really kind and passionate in addressing questions and support. “

**Purchaser of the pharmaceutical company**

## FACTS & FIGURES

**98%** filled vacancies

**99%** rate of vacancies filled by direct suppliers

**8,6%** cost savings

**93%** customer satisfaction

## DO YOU WANT TO KNOW MORE?

### Your contact person

**Paola Tonini**

Program Manager

T: 0041 79 876 37 12

E: [paola.tonini@hays.ch](mailto:paola.tonini@hays.ch)