

# Increased Workforce Visibility for Global Network Technology

## Client Situation

A leading global provider of network technology had an existing relationship with ManpowerGroup Solutions' managed service provider, TAPFIN, when rapid growth led to an increased need for visibility into its workforce, including Services Procurement Programs (SPM). The client decided to leverage the existing relationship and looked to TAPFIN for additional support in meeting several company objectives.

## Solution

TAPFIN developed a custom solution focused on ensuring all objectives of the program were met, while maintaining ongoing success with the existing Contingent Workforce Management (CWM) program. The solution included:

- Management of the RFX process
- Development of Statement of Works (SOW) with the project manager and the selected vendor.
- Facilitation of the tracking and completion of fees and milestones
- Management of the entire PO/invoicing/payment process

## Results

- Improved response times to client emails, voicemails and requests
- Standardization of all reports per agreed intervals
- Consistency in all billing activity to vendors each Friday
- Increased efficiency due to standard engagement templates
- On-going, seamless implementation due to dedicated on-site/off-site management of the program.
- Improved quality of vendor deliverables

*“WORKING WITH TAPFIN, THE CLIENT—A LEADING NETWORK TECHNOLOGY COMPANY—WAS ABLE TO MAINTAIN THE SUCCESS OF AN EXISTING CWM PROGRAM WHILE ALSO IMPLEMENTING AN SPM PROGRAM LEADING TO IMPROVED EFFICIENCIES AND REDUCED COSTS.”*

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