

▶▶ CASE STUDY

GLOBAL MSP PHARMACEUTICAL PROGRAM

“TAPFIN PROVIDED MORE CONTROL AND VISIBILITY OF HEADCOUNT ACROSS THE ORGANIZATION LEADING TO ENHANCED PERFORMANCE AND OPTIMIZED EFFICIENCIES.”

Client Situation

A leading pharmaceutical company with global operations in multiple therapeutic areas required a comprehensive assessment of its contingent workforce management program that would provide in-depth analytics, enhance performance and optimize efficiencies. The client was also looking for more control and visibility of its headcount and spend across the organization. Having determined a global Managed Service Provider (MSP) was the best way to achieve their goals, they sought a partner to help them develop a program.

Solution

TAPFIN was selected to implement the MSP program across the client's US and Puerto Rico locations. TAPFIN's solution included a thorough assessment of all programs, which delivered a detailed analysis of systems and business processes, providing critical insight into opportunities for improvement. TAPFIN's evaluation of the business structure, operating rules, technology platforms and desired outcomes led to the configuration, integration and deployment of a customized version of an enterprise-wide MSP in conjunction with the client-elected third-party technology application. TAPFIN oversaw implementation and ongoing program management with process oversight and systems administration of the solution.

Results

- 25% improvement in sourcing qualified candidates
- 99.8% accuracy in invoicing and transactions
- 50% supplier consolidation
- Established a single global governance program for almost 4,000 contractors which previously operated under multiple different structures
- Established baseline for Key Performance Indicators (KPIs) focused on quality and efficiency
- Streamlined management of vendors and technology partners to deliver 100% compliance with KPIs

TAPFIN
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