

MSP Technology Sector Case Study

turning the ordinary into the **extraordinary**

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A worldwide leader in networking that utilizes approximately 47,000 resources and over 4,500 vendors globally, resulting in over \$2.5 billion annually in contingent labor spend.

Our client required a strategic partner that could provide a simplified, standardized, scalable, best in class program to effectively deliver a single global operating and governance model. This desired enterprise wide solution will manage their entire contingent labor population while targeting the large population of Statement of Work (SOW) spend. With a focus on proper categorization and rate optimization of the SOW component of spend, facilitating over 2,000 SOW arrangements per month accounting for almost 90% of the \$2.5 billion, Pontoon has designed and is currently implementing and delivering a total solution that integrates, consolidates and streamlines the procurement and utilization process for contingent labor, from RFx through invoicing.

Opportunity	Impact	Benefit
Limited compliance and wide scale misclassification of resources	Increased risk to client and excessive costs	Contractual and legal compliance
Multiple, proprietary systems and technologies	Cumbersome process requiring multiple touch points	Elimination of redundant activities
Lack of visibility to spend	Limited controls and reactive budgeting	Proactive fiscal planning
Over 4,500 vendors	No consistent standards in delivery	Standardized SLA and KPI

The Pontoon solution.

Client engaged Pontoon to conduct an assessment and analysis which would provide the foundational data required for the Client to understand key criteria of their desired program. Pontoon analyzed the client's supplier data to gain insight and transparency into usage and spend by supplier at client sites, compliance to contractual terms, assignment of resources and proper worker classification.

The results of this analysis, which also included rate benchmarking, enabled Pontoon to recommend and design a dynamic solution that delivers continuous innovation. Additionally, Pontoon designed the proper program team and structure required to support a phased deployment and facilitation of the recommended program. Key outcomes thus far are process mapping, gap analysis, systemic gaps, resource tenure classifications and significant rate reductions resulting in immediate cost savings.

Our solution is designed to have the breadth to deliver a global solution yet be nimble enough to efficiently adapt to our client's corporate priorities.

About Pontoon

Pontoon, with corporate headquarters in Jacksonville, Florida, United States, is the global leader in workforce solutions. Pontoon specializes in Contingent Workforce Solutions, Recruitment Process Outsourcing and Workforce Consulting. Operating with over 800 colleagues worldwide, Pontoon currently delivers talent management solutions in 74 countries for its 100-plus clients, a global client base that is broader and deeper than the industry has experienced to date. Pontoon is one of the largest worldwide MSPs, and has been selected to the HRO Today Baker's Dozen list for nine consecutive years.

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