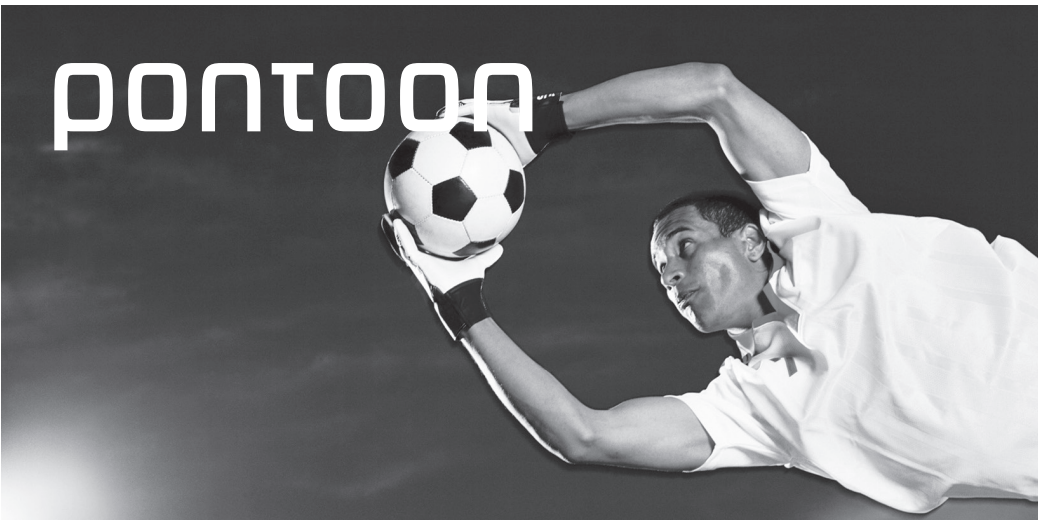


MSP Financial Sector Case Study

turning the ordinary into the **extraordinary**

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Industry leading financial institution, utilizing approximately 14,000 resources totaling over \$1 billion in spend under management annually throughout eight countries via SOW.

Our client required a strategic partner that could help achieve compliance and efficiencies within their Statement of Work (SOW) workflow and approvals, and also improve invoicing management and processing. In addition, the client needed to effectively direct and facilitate process change management with their preferred partners, while providing visibility and comprehensive reporting of the entire lifecycle process. Pontoon designed, implemented and delivered a solution that consolidated and streamlined the processes which improved efficiencies and realized cost savings.

Opportunity	Impact	Benefit
Current process was not yielding efficient cycle time	Delay in payment and negatively effecting fiscal budgets	Reduction in invoicing processing time by over 40%
End users incurring incorrect cost allocations	Need for reconciliation of charges and where they are applied	Over \$200 million identified and properly allocated
Ability to properly track & control resource access and cost	Tenure policy and inaccurate worker classification	Mitigate risk and ensure contract rate compliance of suppliers

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 future program. Pontoon analyzed the client's supplier data to gain insight and transparency into usage by supplier at client sites, compliance to contractual terms, assignment of resources and proper worker classification.

The results of this analysis, which also included total spend by category and classification, enabled Pontoon to determine and recommend an enhanced SOW program. Additionally, Pontoon designed and implemented the proper program team and structure required to support deployment and facilitation of the recommended program. We also advised and directed the implementation of an optimum technology platform so our client could achieve the most effective solution. Key outcomes were outlining cost allocations per contractor, process mapping, gap analysis, systemic gaps, and resource tenure classifications and then provide recommended solutions.

Our solution resulted in this client realizing significant improvements and hard dollar cost savings as a result of invoicing accuracy, contract compliance and process efficiencies.

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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