

Company overview

INDUSTRY: FINANCIAL SERVICES

LOCATION: 15 COUNTRIES MANAGED
GLOBALLY

NO. OF EMPLOYEES: 65,000

Multinational financial services company headquartered in New York. Providing wealth and asset management as well as investment banking services.

Our client has over 65 thousand full-time employees globally with over \$43 billion dollars in wealth and asset management. For years, they have partnered with us globally. However, when it came to their U.S. presence, they had a long-standing relationship with a separate Managed Service Program provider.

The challenge

When our client approached us, they had grown frustrated with their provider due to a strict model and lack of flexibility when it came to requesting support outside of their current model to enable globalization. Our client needed an MSP partner who could support them globally. Because of the trusted partnership and clear accountability that had already been established with between us in other parts of the world, the decision was simple. We had the capability to handle the globalization where the other provider fell short.

Hays was the ideal partner for handling our client's large-scale, global operations because of our already proven approach to total workforce management.

The outcome

Due to our loyal and long-standing relationship with our client, we were able to help them in one of their biggest markets. We were also able to make them feel comfortable while transitioning a large-scale operation because of the accountability and consistency we had already shown. Hays proved itself a trusted, global partner of choice.

Our client has been able to recognize consistency and value throughout their now global program. They've been able to reduce their overall spend, improve their time to offer, increase their visibility and commitment of both their supply base and their hiring managers.

The solution

We helped our client make a seamless switch while introducing an impactful U.S. based MSP to their global program. We transitioned them to our global Talent Forward MSP across North America, EMEA, and APAC. Through this we have achieved more consistency than what they previously had within their program.

We also leveraged our Global Operating Method (GOM), gaining our client support through our International Sourcing Centers (ISC). We transitioned much of the transactional support required to our ISC's, which allowed our Business Partners to be more consultative and gave hiring managers the support they desperately needed as well. Hiring managers have now bought into the program and are able to be much more successful and satisfied within the MSP.

FAST FACTS

3,500 contract workers hired annually

Technology used: Beeline

Roles hired include customer service, transaction management, IT and professional services

Correctly categorizing SOW workers resulted in a reduction of 9,000 to 7,000 and \$41 million in savings

Refining suppliers and implementing Direct Sourcing decreased time-to-offer from 23 to 12 days in year one

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