



## Global Leading Telecoms Company

### CUSTOMER

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Telecoms Company

### INDUSTRY

Telecommunications

### BUSINESS OVERVIEW

A leading telecoms company who have consistently provided innovative, reliable, high-quality products and services and excellent customer care. Today, they are fulfilling their mission to connect people with their world, everywhere they live and work, by driving innovation and creating new solutions for consumers and businesses.

### LENGTH OF RELATIONSHIP

- since 2004

### PROGRAM MODEL

- Vendor Neutral

### SKILL SETS RECRUITED

- All

### EUROPEAN OPERATIONS

- MSP for 8 European Countries

### GEOGRAPHICAL COVERAGE

- Europe: UK, Belgium, Germany, France, Czech Republic, Spain, Italy, Slovakia and the Netherlands
- Global: Canada, Singapore, Brazil, India, Malaysia

### VOLUME

- Headcount (as of January 2012): 1644

### SCOPE OF MANAGED SERVICE

Volt Consulting provides a vendor neutral MSP, including Statement of Work (SOW)/consultants and temporary recruitment for all skill sets. We have an operational team that is fully integrated in terms of providing vendor management technology and ongoing Six Sigma projects to drive efficiencies.

### SERVICE HIGHLIGHTS

#### AGGRESSIVE COST SAVINGS

Our challenge was to ensure our client continued to receive a dedicated response from their existing supplier base in Slovakia while achieving substantial cost savings by reducing the fixed margin that the suppliers were working to.

Alongside our communication plan and discussions with suppliers, we carried out a reverse auction for the ownership of the direct hires (manager referrals). Using this as a negotiation point, we were able to steer suppliers away from making changes to the terms and open them up to looking at this as a new source of revenue if they were to win the bid.

The result of our individual negotiations with each supplier was that 10 out of 10 suppliers agreed to the reduced margin without any additional changes to their terms. The margin for Direct Hires was reduced by 33% for a 2 year fixed period.

Savings for the following year for new hires (based on the contractor base at the time) was estimated at €650,500 for new hires and €73,100 for Direct Hires.

#### BUSINESS CHALLENGE SOLUTIONS

Challenged with increasing our client's contingent labour cost savings even further, we established and implemented an effective benchmarking methodology.

As a Six Sigma organisation, we engaged in detailed root cause analysis prior to implementing an effective strategy to achieve the objectives set. Our approach was to conduct a series of 'waves' of data

analysis, looking at contingent workers across the key skill areas and developing a roadmap prioritising skills according to business criticality. Using our extensive supplier network and Business Intelligence methods, we gathered contingent worker benchmark rates for all eight relevant countries. Using this data, a target rate was established to achieve cost savings and the initiative was implemented across the 2 European countries found to be paying above market rates.

Cost savings of over \$1 million were successfully negotiated by the Volt Consulting MSP team with suppliers, exceeding our client's expectations. Through our risk avoidance strategies, our client was also able to minimise disruptions to operations and uphold their client SLAs during the project by retaining the knowledge and expertise of key workers.

### OPERATIONAL RESULTS

- 2011 global cost savings of \$5.96 Million (7% savings on spend)
- During a transition project, which included reducing rates, 90% of workers were retained at key client sites
- Improved recruitment and billing process efficiency by re-engineering SLAs with client
- Margin for referred hires was reduced by 33% for a 2 year fixed period (Estimated savings as a result of Volt's rate negotiations for both new and referred hires for the first year was over €700,000)