



CASE STUDY

Eight-Week MSP Transition Leads to Strategic Partnership

This client, a Fortune 50 American health insurance company, had a global MSP in place for just under a decade. In early April of 2017, their global MSP provider gave an eight-week notice to end their partnership with the client.

The Challenge

This client already had an RFP at an advanced stage, having just completed presentations with the finalists when they received this notice. Volt was awarded the business the following week with the commitment that we would “stand-up” a solution within this eight-week period to minimize disruption.

The Solution

Team Volt got to work immediately. We first met with the client and went over the long-term goals they defined during the RFP process. The key goals that were shared with us were the following:



Design an MSP solution that would accommodate all their non-full-time equivalent (FTE) labor; they explained that their current state at the time of the RFP was a decentralized environment, which they coined “The Wild-Wild West”



Design a VMS system that would be configured to their changing business needs

Select a partner that was dedicated to delivering high-touch customer service to their hiring managers to drive program adoption

Select a partner that will assess all aspects of their business to bring our best-practices to the table and design a program that would “take them to the next level”

We determined that a hybrid MSP solution was the most advantageous based on the client’s goals, and we could go-live in eight weeks with no disruption in service to the client.



THE RESULT

We advised the client that the key items most important to ensure a clean transition and ensure a fully-operable MSP solution in that timeframe would be the following:

- Execute a Memorandum of Understanding (MOU): We advised the client to issue us an MOU officially awarding the business and advising on their intention to enter into a contract.
- Transfer the Supplier Contracts: The supplier contracts were currently owned by the exiting MSP provider. Understanding that we were starting work without a contract in place, in the short-term we assumed the supplier contracts from the previous MSP.
- Transfer the VMS Contract: The current MSP also owned the contract with the VMS partner. We advised the client that we already had a “teaming” agreement in place with this VMS provider, so we could execute a contract within the 8-week timeframe.
- Transfer the VMS instance of the previous MSP was using: We let the client know that while we could configure a brand-new instance of the VMS in under eight-weeks, we would advise against it. We explained that if we design an instance in the VMS in under eight weeks, we would not be able to build it with all the “bells and whistles” they need to ensure we achieve their vision.
- Establish invoice/payment process to ensure no disruption to getting supplier paid timely: Since the weekly consolidated invoice was delivered from the VMS partner rather than the previous MSP, we were able to quickly integrate with the client’s Oracle iProcurement to accept payment and therefore continue supplier payments.

As a result, we:

- Launched the solution in eight weeks
- Fully transitioned the previous MSP out of the client organization
- Assumed management of the previous MSP’s VMS to temporarily manage the client’s solution while we designed our own instance of the VMS technology
- Facilitated the process for the previous MSP to sign over all supplier agreements to Volt until we could execute new contracts
- Assumed the consolidated billing/invoicing function from the previous MSP and orchestrated a black-out period prior to launch to ensure “clean” billing

Today

In less than two years, we have established a solid partnership with this client and are making strides every day to continue program consolidation. Our accomplishments:

- Executed brand new supplier contracts with updated client terms and conditions
- Redefined the hiring manager “experience” and won back their trust
- Quadrupled the size of the program
- Redesigned and deployed the entire VMS technology across their organization
- Fully-optimized the supply chain
- Implemented a brand-new hybrid pricing methodology (mix of markup and rate card)
- Deployed a consolidated background solution with First Advantage
- Implemented an end-to-end third-party Independent Contractor Solution
- Partnered with the client on their enterprise-wide deployment of Workday
- Introduced our full suite of business analytics tools to assist in making data-driven decisions as we continue to enhance and grow the solution