



# IMPLEMENTING BEST-IN-CLASS STANDALONE STATEMENT OF WORK SERVICES

**CLIENT PROFILE**  
Financial Services

**SCOPE**  
Entire organization's operations-focused statement of work requirements for all business units

## CHALLENGE

Despite having an incumbent managed service provider (MSP) in place, our financial services client was looking to the wider market for a view of best practice for outsourcing its services procurement function. Our client was also looking for additional supplier governance and operational efficiencies across its statement of work (SOW) services in the UK.

## SOLUTION

AGS' proven, market-leading ability to design, implement, and operate SOW management services led our client to select

Allegis Global Solutions (AGS) as its SOW partner over its current MSP provider, who continues to provide MSP, which was out of scope for this tender process.

As the world's leading SOW provider\*, AGS was able to offer deep insight into the potential benefits of our services procurement programs and best practice approaches.

The client chose AGS' most sophisticated, full service SOW solution, which includes the creation and running of competitive RFx processes.

AGS' technology operations and implementation subject matter experts designed the full vendor management system (VMS) configuration—translating client needs into system functionality. We also worked with the VMS partner to integrate the tool with the client's accounts payable system to enable automated invoicing.

AGS also deployed a services procurement lead to build relationships with key stakeholders, and a services procurement specialist to run the day-to-day process—both of which are based at our London office, and within walking distance of the client's

regional head office. We provided 1-2-1 training for all vendors and service users on the VMS and processes, as well as worker audit criteria. We then migrated SOW workers into the program.

Best value was achieved for the client by our services procurement specialist using a decision matrix—or classification triage—to help determine if a manager’s requirement would be best serviced through an SOW or via a contingent hire via the MSP provider.

Our service for our client represent a standardized, simple, streamlined end-to-end procurement process that reduces time to start and saves both client and vendors time and money. This includes helping managers select relevant questions, agreeing the appropriate cost/quality weightings, and supporting the manager with the RFX response scoring process. AGS conducts formal competitive tender processes through the VMS.

Other service elements include maintaining an SOW vendor capability matrix, tracking of SOW milestones and deliverables, consolidated billing and payment, headcount tracking and onboarding/offboarding, sourcing of additional vendors, plus ongoing continuous improvement and service evolution.

The service covers the entire organization’s operations-focused statement of work requirements for all business units.

## THE RESULTS

At the start of the third quarter of 2016, we were managing over £26m (nearly \$34M USD) of annualized spend with an average of 80 open projects at any one time. Spend under management is forecast to at least double by the third quarter of 2017 as further business areas come into scope.

## RESULTS

- SOW contracts competitively sourced through AGS-managed RFX process
- Cost savings of £5,000 (\$6,500 USD) on first competitively-tendered SOW
- Successfully signed-up initially resistant major consultancy firms to the client-mandated programme
- Innovative SOW vendor scorecards currently being rolled-out

AGS’ proactive and repeated promotion of the program to the client’s service users and vendors was central to success. Supporting users through the correct process, and client key stakeholders enforcing our mandate expedited program adoption. Other results include:

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\*Staffing Industry Analysts VMS & MSP Competitive Landscape Report 2015 – largest SOW provider by spend under management.



### ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.

