



ADJUSTING MSP PROGRAM SLAS FOR **LIGHT INDUSTRIAL POSITIONS**

CLIENT PROFILE

Retail

CHALLENGE

Introduction of light-industrial positions skewed SLAs and created problematic cycle times.

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For our retail client, the introduction of newly-added light industrial positions in one location was drastically skewing their goal start-submittal time of 18 days by more than 25 percent. Given these roles were characterized by many factors that were not standard of the program, such as short tenure, low max billrate, low skill-set requirements, unmapped job titles, and an inability to quickly find the proper talent, their inclusion in the managed services (MSP) program created problematic cycle times.

SOLUTION

Upon investigation, Allegis Global Solutions (AGS) was able to identify various issues that needed to be addressed for the light industrial roles, including using position title versus exception templates, adjusting the max bill-rate to meet market standard, increasing tenure, and appropriately communicating the potential for full-time employment for these roles. As such, AGS decided to upload these roles into the vendor management system, and increased the max bill-rate from \$12 an hour to \$19 an hour per our market analytics team's recommendation.

Additionally, our business analytics team conducted an analysis on the given tenure rate and found that as tenure for the light industrial positions increased, the success rate of an average assignment also increased. Upon increasing the original tenure of 94 days to 111 days, successful assignment finishes increased by 25 percent. Thus, AGS recommended our client lengthen their assignments to at least 180 days.

Finally, AGS recommended that our client revisit their communication regarding temp-to-hire opportunities for the light industrial roles. While requisition descriptions implied that

there was a strong chance of candidates converting to full-time hires, only seven percent of contractors in these roles had converted to full-time within nearly a year's time. To ensure not only the successful completion, but also the effort given in these contractor roles, AGS suggested correctly communicating expectations at the beginning of the assignment.

THE RESULTS

While our client's program has faced several challenges since introducing these light industrial roles, the program itself has seen improvement within the first year. Successful finishes have increased from 25 percent to the 80 percent service level agreement (SLA) requirements. To see continued improvement,

AGS recommends that the program office continue to drive tenure for longer periods, effectively communicate conversion opportunities, and track real-time market health to determine proper market rates for positions. assignment quality through the requisition intake process. When tracking worker completion of the first 15 days of an assignment, AGS saw an improvement of over two percent—jumping from 92 percent to more than 94 percent in success rate. Given the solution has allowed for hiring managers to receive more timely solutions and granted the supply base the ability to work more efficiently and effectively on new requests, it is clear that these changes will continue to have a substantial positive impact on key metrics moving forward.



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.