



## SERVICES PROCUREMENT **SOLUTION IN BELGIUM**

### CLIENT PROFILE

Postal, courier, direct marketing, banking, insurance and electronic services

### CHALLENGE

Standardise processes to enable visibility and transparency of costs

### CHALLENGE

Our client, one of the largest civilian employers in Belgium, is a Euronext-listed postal, courier, direct marketing, banking, insurance and electronic services provider.

The company provides a wide range of tailor-made solutions and takes pride in a reputation for quality. They value expertise, personal contact and continually drive for quality improvements – characteristics they also value in their suppliers.

They were looking for a standardised process that would provide visibility into the management of projects and consultants.

Working within a competitive market our client was seeking a robust and efficient process that enables the quickest time to market. A lack of metrics and transparency of costs were also a concern for our client, as projects were mostly approached in time and materials, therefore it had become hard to ensure deliverables were met within a fixed cost and period of time.

### SOLUTION

Allegis Global Solutions (AGS) has partnered with our client since April 2013 for provision of a Managed Services Programme (MSP). At this time, we also began to discuss the evolution of our service offering and the need for a solution that would encompass the management of fixed cost projects and interim management and consultancy services. The definition of a project for our client can be services, products and/or resources.

The interim management and consultancy programme concentrates on the expert profiles. Our programme office team worked in partnership with our client to identify the projects that would come into scope for these programmes. For an SOW programme, projects can be implemented in two phases:

- Standard model: on and off-boarding, technology support, invoicing and payment, tracking of SOW projects, supplier management, reporting and issue resolution support

## RESULTS

- Award-winning service - our client won a 2015 Procurement Excellence Award for the performance of our programme Procurement Excellence Award
- Six months after go-live our client has seen time-to-market results reduce from 3-months to 1-month

- Full service model: the same activities as our standard service offering with the addition of RFx creation and management as well as SOW contract support and negotiation

Our implementation team worked in close collaboration with our local programme office and key client stakeholders to successfully implement each phase. Applying the use of the existing vendor management system, already in place for our MSP programme, also enabled a quick and smooth implementation.

Historically, time and materials resource meant our client carried the risk of cost and time deliverables. With the introduction of our SOW programme, this risk has transferred to suppliers. Suppliers are now accountable for delivering the project in predetermined time and within agreed budget and cost.

Our SOW solution is built on a suite of best practice processes that we were able to customise and localise for our client and specifically for the Belgium market. Our expertise in delivering SOW solutions globally has led us to being named Number 1 Largest SOW provider by Staffing Industry Analysts (SIA).

## RESULTS

- Award-winning service - our client won a 2015 Procurement Excellence Award for the performance of our programme
- Six months after go-live our client has seen time-to-market results reduce from 3-months to 1-month
- Time to obtain purchase orders and pay-out to suppliers has decreased
- Our solution includes all IT related projects and has the scope to expand to other areas of the business



### 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.

