



## AGS SUCCESS STORY: TARGETED DISTRIBUTION EXERCISE FOR **FINANCIAL SERVICES ORGANIZATION**

### **OVERVIEW**

To ensure our clients receive top talent at the best price the market has to offer, AGS' supply chain management team is laser-focused on creating the most optimal supply chain to meet your business' needs. As such, AGS utilizes targeted distribution—a methodology that serves to create the most optimal distribution list for a lean supply chain, utilizing performance data to align suppliers to specific locations and skill sets.

Through targeted distribution, suppliers can focus on the areas in which they excel. Instead of receiving roles they are not skilled in—resulting in an influx of off-target resumes to weed through—this strategy allows suppliers to staff in their sweet spot.

The following client story exemplifies how targeted distribution can work to enhance your MSP program's supply chain efficiency.

### **TARGETED DISTRIBUTION SUCCESS STORY CHALLENGE**

Our financial services client was experiencing numerous issues revolving around finding and retaining top talent, including

increased attrition, time-to-fill, time-to-start, and first-time response from suppliers—specifically in the IT space.

While AGS recommended using targeted distribution for several quarters, due to strategic relationships, our client was initially resistant to implement this strategy. However, given the existing trends and AGS' proven strategic partnership, our client decided to implement our targeted distribution recommendations in 2017.

### **SOLUTION**

In the IT space, our client initially started with 40+ suppliers. As such, our supply chain management team conducted several reviews of supplier performance, including KPIs around starts, submittal-to-interview ratios, quality of candidates, partnership with the team, ability to follow rules of engagement, quarter-over-quarter trending of submittals, and submittal-to-start time.

After the reviews, AGS was able to reduce our client's IT supply chain down to 22 suppliers, divided into four primary distribution groups (ranking suppliers top to bottom).

## BENEFITS OF TARGETED DISTRIBUTION



Eliminates the submission and review of off-target resumes



Empowers suppliers by allowing them to staff in their "sweet spot" & keeps momentum intact



Allows suppliers to focus on a limited number of roles to learn inside and out



Strengthens relationships between client and supplier



Increases volume for top suppliers—driving revenue and top talent



Offers quarter-to-quarter volume flexibility—avoids fully optimizing suppliers

Furthermore, no more than 16 suppliers received requisitions for the highest-volume roles, while roles with lower-volume headcount were only released to 5 suppliers.

From a visibility standpoint, AGS' program office and supply chain management team met weekly to review data and drive recommendations during the initial review process. After our preliminary recommendations, AGS continued to meet with our client frequency to review and break down each supplier's performance line-by-line to further understand their history with the client, diversity status, and overall relationships.

### RESULTS

By downsizing their IT supply chain through targeted distribution, our client quickly realized various program improvements. With significant developments achieved in two quarters, and steady enhancements continuing to happen through quarter three, AGS has helped our client achieve the following:

- Reduced attrition from 34.3% to 17.7% over the year
- Decreased time-to-fill from almost 26 days to less than 20 days
- Dropped average time-to-start from more than 46 days to less than 39 days
- Improved first-time response to .28 days (down from 1.14 days), since suppliers were focused on the right roles
- Drove significant cost saving through bill-rate adjustments



### 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.