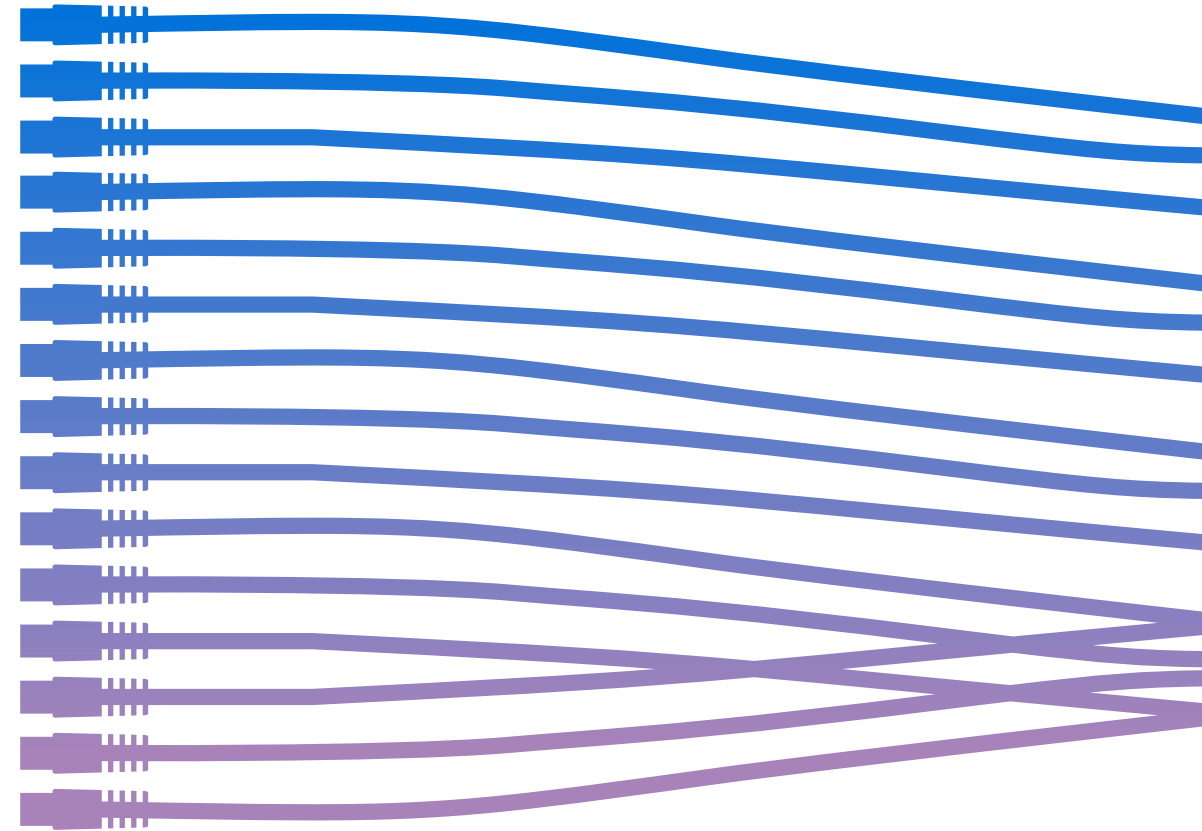


Adapting and perfecting an MSP to save millions.

Kelly® Technology optimized and integrated an outdated vendor workforce program for a global leader in Oil & Gas, for ongoing savings and value.



THE COMPANY: One of the world's largest publicly traded energy providers and chemical manufacturers, operating across 52 countries.

THE CHALLENGE: To help manage new financial hurdles amid the fallout from COVID-19, the client needed to adopt a better model for vendor procurement.

THE SOLUTION: The Kelly Technology team partnered with client stakeholders to create a flexible, streamlined three-tier MSP model, focused on the end-user experience.

THE RESULT: The new solution optimized client operations, integrated two MSPs without disruption, and improved stakeholder experience by 40%—for \$70 million in total savings.

The challenge: Replace an ineffective, costly vendor management model.

The client was facing an unprecedented economic decline due to pricing pressures from their industry sector and the adverse impact of the global COVID-19 pandemic on their vendors. The Oil & Gas company needed to pivot quickly to a more efficient and economical approach to procurement. But they were hindered by their own inefficient, costly, and unscalable Managed Service Provider (MSP) model, leaving them exposed to a \$10 million loss annually.

The solution: Introduce more dynamic solutions and oversee the workforce.

The Kelly Technology team engaged with staffing stakeholders to develop a flexible, dedicated three-tier MSP model. The new streamlined program focused on the end-user client experience, which maximized pricing while still prioritizing safety and security to create an opt-in supplier program that aligned with the company's global vendor management operating strategy. The Kelly team managed forty vendors in Tier One of the new model, supplying expert contractors based on specific criteria and a new service level agreement. They also consolidated the client's IT-related MSP internally and externally, ensuring both executive cybersecurity risk management and a better framework for governance.

The result: \$70 million in cost savings. Award-winning performance.

The Kelly Technology solution quickly reduced rates and allowed for faster response to changing market conditions, cutting the client's vendor list in half. This reduction saved the company \$5 million in management fees, 20% in programming fees, and \$10 million in full-time personnel equivalent costs—for a projected saving of \$70 million over the next seven years.

Within the first 90 days, performance metrics improved so steadily that the company doubled its spending on the new MSP program from \$1 billion to \$2 billion. And because the solution optimized operations, successfully integrated two MSP models into one without disruption, and improved stakeholder experience by 40%, Kelly Technology was named the client's Best Global MSP Vendor in 2020.

50%
fewer vendors

\$70
million saved over 7 years

2x
MSP spend under management

Our value

EXPERTISE:

We've delivered leading MSP solutions for 25 years.

ACCESS:

We're specialized for hiring technology experts.

PARTNERSHIP:

We serve any sized company, from start-ups to 75 of the *Fortune 100*™.