

CASE STUDY

# Optimizing MSP Processes Integral to Client's Ongoing Success

## The Client

A worldwide designer and manufacturer of aircraft, space and defense, industrial, and medical devices, our Client is a large supplier to the federal government—having procured and executed numerous high-level contracts. The organization is comprised of 11,000 employees and maintains 72 office locations in 24 countries across the globe.

## The Situation

Due to its large contingent workforce spread throughout the United States, our Client needed to engage with a proven MSP provider to manage and oversee its temporary labor needs. One of the organization's top priorities was maintaining a commitment to quality—both in terms of finding right-fit candidates and following operational safety guidelines. In addition, our Client was committed to identifying and reigning in all rogue spend that fell outside of its MSP program, which would create significant cost savings.

## The Challenge

With over 25 manufacturing plants spread across the United States, our Client had dozens of site-specific needs to be accounted for.



Educating plant managers on the importance of engaging temporary labor within the scope of the MSP was important.



Some locations were heavy users of contingent workers, while others needed a refresher on the value brought by temporary resources.



Effectively filling our Client's professional, engineering, and light industrial roles required Broadleaf to design a strategic MSP program with a standardized requisition process that could be applied to all plants.

## RESULTS SUMMARY

**35 days**  
average time-to-fill

**54%**  
decrease in supply base

**80%**  
positive attrition



## The Solution

To generate impactful results within our Client's MSP program, a group of Broadleaf stakeholders traveled to all onsite locations across the country. These meetings were critical opportunities to interact and level-set expectations with hiring managers, HR representatives, and site leaders. After conversations with the Client's onsite teams, Broadleaf initiated a large-scale supplier rationalization effort to eliminate low-performing suppliers from the MSP. We implemented a six-tiered supply base approach that ranked suppliers by hiring success and performance and helped increase supplier engagement.

Since the start of our MSP partnership in 2009, Broadleaf has continuously and consistently demonstrated value to our Client.

## The Results

Since the start of our MSP partnership in 2009, Broadleaf has continuously and consistently demonstrated value to our Client. With over 10 years of collaboration, our team has achieved the following results:

- 35 days average time-to-fill for light industrial, professional, and engineering roles
- 54% decrease in supply base—from 57 suppliers to 26
- 41% attrition through direct hire conversions
- 80% positive attrition

Our ability to optimize MSP processes and implement change to overcome pain points has been integral to the organization's ongoing success. We have made drastic improvements in our Client's time-to-submit and time-to-fill while enhancing program-wide cost savings by providing greater transparency around temporary assignments and rogue program spend. In addition, supplier participation rates within the MSP have increased, leading to more qualified candidates being presented to our Client.

**54%**  
decrease in  
supply base

**10+**  
years of  
collaboration



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