

CASE STUDY

MSP Drives Efficiency and Cost Savings for National Diagnostics Provider

The Client

With a vast network of laboratories, patient service centers, and employees nationwide, this national diagnostics services company provides critical testing services to millions of patients annually and serves hospitals, physicians, and healthcare organizations.

The Situation

The client needed a comprehensive managed service program (MSP) to streamline contingent workforce management across multiple regions and job categories. With a complex mix of technological roles, clinical positions, and administrative staff spread across the country, they also required a partner who could deliver both high-touch service and operational efficiency.

Broadleaf was selected to launch and manage a full-scale MSP to bring structure, transparency, and cost control.

The Challenge

Specifically, our MSP aimed to resolve these core, chronic challenges:



Slow Hiring Velocity

Lengthy request-to-fill cycles and compliance bottlenecks were stalling placements and creating staffing gaps.

- 42-day avg. request-to-fill cycle
- 10+ days in background screening alone



Technology & Visibility Gaps

The existing VMS lacked essential reporting and invoice management, limiting operational oversight.

- Significant reporting gaps
- No invoice management capability



Workforce Quality & Retention

Inconsistent candidate quality and high attrition were driving up costs and disrupting operations.

- Low hiring manager satisfaction
- Early termination raising training costs

RESULTS SUMMARY

\$187M

annual managed spend

8.73%

reduction in time-to-fill

3,970+

assignments managed annually



The Solution

Broadleaf designed and implemented a comprehensive MSP underpinned by dedicated program management and continuous process optimization. To drive success, our approach focused on three key pillars:

Dedicated program team

A seasoned team led by a director of client delivery, with program managers and talent advisors embedded across Diagnostics Services, Great Midwest, and Corporate divisions.

Strategic process improvements

Best practices blended with institutional insight to streamline every stage of the hiring cycle.

- Cycle time cut 57% — from 42 to 18 days
- Screening time reduced from 10.6 to 7.1 days via Sterling
- Submittal guidelines & supplier rules of engagement established
- Twice-weekly supplier accountability check-ins standardized

Data-driven performance management

Power BI supplier scorecards with drill-down by region, state, and job class — paired with quarterly business reviews and cost-savings programs.

- Performance guarantees & tenure discounts implemented
- Full invoice management & reporting visibility restored

The Results

Broadleaf's MSP delivered measurable and sustainable improvements across all key performance indicators.

Program Enhancements & Innovation:

Beyond core metrics, Broadleaf continuously enhanced the program's value through strategic initiatives, including the implementation of SLAs, development of retention strategies to combat attrition, launch of supplier scorecard reviews, and ongoing VMS optimization to overcome platform limitations.

12-Month Performance:

- Managed \$187M in total spend across 3,970 assignments
- Placed 2,675 recruited fills, 523 payroll assignments, and 272 SOW engagements
- Achieved an 8.7% reduction in request cycle times (42 days to 18 days)

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The transformation in our contingent workforce management has been remarkable: faster fills, better candidates, and complete transparency.

— Sr. Talent Acquisition Manager

Managed Assignments by Category

**1,394
assignments/
\$98.4M**

Technology
(Including SOW)

**3,822
assignments/
\$37M**

Non-Technology

**541 placements/
\$4.3M**

Payroll Assignments



To learn more, visit broadleafresults.com or call 800.574.2171

