



A leading provider of institutional investor services turns to Crescendo Consulting Solutions for contingent workforce and services outsourcing advisory, selection, and implementation.

A leading global financial services firm providing a fully integrated range of services including research, investment management, trading services and investment servicing needed a global organizational model for centrally managing all contingent labor. They wanted a full lifecycle advisory and program management solution that would provide design, selection and implement as well as established reporting process, a Service Level Agreement, and governance structure.

THE CLIENT CHALLENGE

The client wanted a fully outsourced solution that included: Staff Augmentation (Non-IT), IT Services (IT Staff Aug: IT consulting and IT Globalization partners). Professional Services (Audi, Tax, Legal & Mgt Consulting), and Joint Venture / BPO & Vendor Partners. They also needed to integrate a global Vendor Management System into the existing architecture and outsource daily processing to a managed service provider. The ultimate goal was to improve client service quality and enable greater cost savings through preferred provider programs and staff reductions.

THE SOLUTION

Crescendo's team quickly established relationships and expectations with the company's executive group and individual stakeholders to develop guidelines for communications, discovery, and change management. We assigned a team with the best domain expertise and cultural fit. Relationships and communication were critical to establishing early adoption and success. The results exceeded expectations. According to the Senior Vice President, Global Human Resources *"The leadership and industry knowledge provided by Crescendo is at value/price point that is worth every bit of our investment of expense dollars."*

Crescendo's primary objectives Included:

- Integrating systems and processes with client architecture including security platform (data).
- Installing a Vendor Management System (VMS) Managed Services Provider (MSP) and Preferred Provider market research.
- Coordinating the RFX. negotiation, selection, and implementation for new professional services global model.
- Consolidating global reporting and oversight
- Creating a vendor agnostic model for overseeing talent acquisition and sourcing, managing and invoice payment
- Selecting a multi-lingual multi-currency solution
- Developing a Service Level Agreement and Governance framework

DELIVERING RESULTS

Our partnership has been tremendously successful producing embedded processes and establishing an operating framework across the organization globally. The Crescendo teams' collaborative approach and specialized industry expertise delivered exceptional Client value. After 22 months of the program has outperformed it's original expectations.

- The current program will achieve a projected \$16M in savings year over year through 2011 based on variable spend
- Crescendo yielded a 96% return on investment based on the lowest projected savings spread over five years
- Global Service Level Agreement and Governance structure
- Improved Service Quality for both the Client and Vendors

For more information contact Crescendo at info@crescendoconsult.com or via phone at 877.521.5603.

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