

## AN MSP PROGRAMME IN THE ENERGY SECTOR

Successful implementation of a full MSP programme for one of The Netherlands' largest energy companies, which provides gas and electricity in over 30 countries.

### Company overview



Energy Industry



The Netherlands



4400 Employees



**ANNUAL HIRES:**

Managing a large population of different type of contracts, including freelancers, temps, etc for the organisation



**ROLES HIRED:**

IT, Finance, Procurement, HR and Administration



**TECHNOLOGY:**

VMS Technology



**GEOGRAPHY:**

The Netherlands, with pre-existing MSP programmes in the UK and Germany

### Fast Facts

- GO-LIVE: January 1st 2023
- 100 % of resources migrated
- 100 % of suppliers migrated
- First jobs already filled
- First invoicing period successfully run



Hays has been a highly professional partner throughout the implementation - flexible, attentive, and they have consistently delivered quality.



## THE CHALLENGE



Prior to Hays involvement, the organisation worked with three separate brokers for their contingent workforce staffing. However, this caused issues:

### Fill Rate:

Through the three separate brokers, many people were able to apply for the organisation's vacancies. However, due to a perceived difficulty in placing the applicants, the brokers rarely responded to applications and the result was a fill rate of just 20%.

### Costs:

Though the fill rate was so low, having contracts with three brokers meant costs were high.

### Time:

Combined, the three brokers spent a considerable amount of time looking for candidates. However, the extra brokers didn't solve the problem, and the organisation was left with a serious efficiency and production problem.

## THE SOLUTION



Hays proposed a full MSP programme. This would mean the organisation would deal with Hays alone, instead of the three separate brokers. Hays would provide dedicated resources to the organisation, who would work with its Hiring Managers throughout the recruitment process as well as managing the suppliers on behalf of the company. Rather than using a scattergun approach, Hays would implement a tiered supplier system that motivated suppliers to meet requirements and enhance the job fill rate.

## THE OUTCOME



The project went according to plan. After the first month, the vacancies were filled and the first accounting periods were successfully run. The client was very satisfied with the whole MSP implementation. Although there was some initial internal resistance, clear communication and cooperation between Hays and the client remedied this and the results spoke for themselves.