

Master Vendor for Science Company

North America



Business Issue

ManpowerGroup has partnered with this global science-based company on a national basis for over ten years. ManpowerGroup is the Master Vendor for all client locations nationally, and because of the large utilization of our services at one particular location, we have an established on-site presence to assist with and manage the administrative responsibilities, health, and safety and training of our employees.

Solution

- Responsible for fulfillment of all client's contract/temp positions nationally
- Established fulfillment SLAs to ensure quality and timely recruitment
- ManpowerGroup has 48 hours to submit candidates for each requisition, after which the requisition is sent to several secondary suppliers only if we've been unsuccessful
- ManpowerGroup and this client truly see the value in partnership and collaboration, and to continue to foster this working relationship, ManpowerGroup provides a quarterly business review to capture average fill rate and on time fill rate, responsiveness, management reporting, invoice handling, and customer satisfaction

Results

- At one point, ManpowerGroup had over **500 contractors** on-site (including 150+ Manpower Engineering and professional consultants)
- Our fill ration in our on-site location has been **>90%**

