Case Study: Vendor Management

The Client

As a part of a global outsourcing of learning services to GP Strategies, we provide our client with global vendor management services.

With the client being one of the biggest players in financial services sector, they have a wide range of vendors spread across different countries and regions globally.

Business Need

The outsourcing model included the vendor management services being provided on a global scale to deliver benefits of managing the vendor spend on training across their large vendor database and put in place agreed contractual terms with vendors for their ongoing requirements.

They were also looking at achieving a level of vendor rationalisation, best in class processes being developed and established ongoing engagement of vendors which would result in better value for money for the client as well as reduced costs as a result of this model.

Solution

Working to the client’s direction, GP Strategies were tasked with developing a transitioning strategy for their vendors and prioritising according to the client’s global positioning within each country.

GP Strategies adopted and developed the client’s standard set of policies and incorporated these into the contractual agreements with vendors so that a seamless transition was possible.

All of the screening policies, IT security and other terms and conditions including rate cards were mirrored in each of the vendor contracts so that there were no risk or security breaches to the client arising out of this.

Through the continued effort of trying to reduce costs for the client, a new travel policy was jointly developed between GP Strategies and the client which ensured that the adoption of this contract amendment was implemented across the whole of the vendor base.
As an additional value added service, the team also help and advice on the Request for Proposal process which ensures that where GP Strategies cannot provide the services in house, the appropriate vendor is chosen as an outsourced partner to deliver the best value for money services worldwide for whatever global programme they are engaged in.

While initial processes and procedures were developed on the vendor engagement model, this has been continually reviewed and refined in order to ensure that we had the full engagement of the client's stakeholders across their global footprint as well as a standard set of rules to engage the business with. This was particularly challenging due to the enormous size and structure of the client and ensuring compliance with this model was adhered to.

The team resources have increased in size as we have gone through the on boarding of the different countries and taken on the full extent of the client's global contract which has resulted in us providing a better value service through the client's enforced SLAs/KPIs that were put in place for the associated vendor base.

The team is constantly working on improving the relationship we have with our client and vendors so that we can provide a better value service including refining our engagement model through better use of technology and automation of the administration process.

Results

These are some of the key successes across the number of years we have currently held the contract for:

- 219 vendors on boarded globally
- Countries engaged with - Argentina, Brazil, Canada, China, Egypt, France, Germany, Hong Kong, India, Malaysia, Mexico, Philippines, Taiwan, Turkey, UAE, UK and USA
- Additional countries currently in the process of transitioning are Switzerland, Bermuda, Channel Islands and Malta
- The vendor spend has grown to £9million per year

Client endorsements:

The contributions of the vendor team are endorsed through the EMEA and global governance monthly meetings with the client such as:

- The smooth country transition process
- The speed of the vendor on boarding process
- Spend review
- Highlighting any out of process risks